Government Provider Management System

Quick Reference Guide: How to edit a contact in the GPMS Registered Provider portal

Organisation Administrators can edit contact accounts. Currently, the editing of contacts accounts is limited to user roles and access to the GPMS provider portal.

Editing or removing contact roles

To edit or remove a contact's role/s, complete the following actions:

1. In the **Manage users** screen, enter the individuals name or email in the search bar, then select **Search**.

2. Locate the contact to be edited and select the drop-down arrow in the relevant row and select the **Manage user roles** link.

3. The editable options will differ depending on if the contact was created at the organisation or provider level.

Provider level user

User roles

Select to add roles or deselect to remove existing roles.

☐ 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 QFR information, create and update individual QFR records, input QFR information via direct entry and upload data. Able to submit the data

Organisation level user

User roles

Select to add roles or deselect to remove existing roles.

☑ Organisation administrator

☐ QI Role (Org)
   Users with this role can view, create and submit QI Program data for your Registered Provider

To edit the contact's roles:

- For organisation level contacts select and/or deselect the **Organisation administrator** check box.

- For provider level contacts select and/or deselect the **check box/es** for the role/s and homes and/or branches.
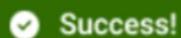
4. Select the **Save** button.

5. The modal to confirm the updates to the contact's role will be displayed. Select **Update** to confirm the changes.
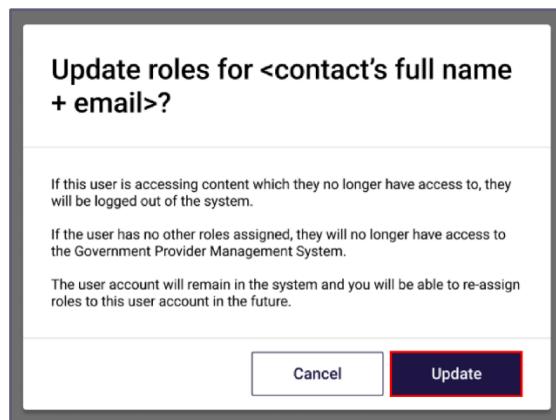
The GPMS portal will display a green banner informing that portal access for the contact has been successfully updated. The contact will receive an email notification advising their access roles have been changed.

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.