



# 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.

The screenshot shows the 'Manage users' interface. At the top, there's a header with 'Mission Aged Care Australia', 'Provider ID: PRV-12345', and 'ABN: 12 345 678 901'. Below this, there's a section for 'Entities' with two entries: 'Mission Aged Care Australia' (Organisation ID: ACO-12345) and 'Mission Aged Care Australia' (Provider ID: PRV-12345). The main section is 'Portal users within this registered provider', which includes a search bar with the placeholder 'Enter name or email address' and a 'Search' button. Below the search bar is a table with columns: Name, Email address, and User roles. The table lists three users: Andrew Lee (Provider staff (Registered provider)), Hannah Wang (You) (Provider staff (Home/...)), and Jacqueline Lee (Pending) (Provider staff (Registered provider)). The 'User roles' column has a dropdown arrow next to each user, and the 'Manage user roles' link is highlighted in the dropdown for Hannah Wang. At the bottom, there's a pagination bar showing '1-3 of 3 records' and a 'Rows per page' dropdown set to 10.

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

Provider level user	Organisation level user
<p><b>User roles</b></p> <p>Select to add roles or deselect to remove existing roles.</p> <p><input type="checkbox"/> <b>Provider staff (Registered Provider)</b> Users with this role can manage all contacts for your organisation.</p> <p><input type="checkbox"/> <b>Provider staff (Home/Branch)</b> Users with this role can manage contacts for assigned Homes and Branches.</p> <p><input type="checkbox"/> <b>RN submission - Homes</b> Users with this role can submit 24/7 Registered Nurses reports for assigned homes.</p> <p><input type="checkbox"/> <b>QI Role (Service)</b> Users with this role can view, create and submit QI Program data for assigned Program Payment Entities.</p> <p><input type="checkbox"/> <b>Financial Reporting Submission</b> 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</p>	<p><b>User roles</b></p> <p>Select to add roles or deselect to remove existing roles.</p> <p><input checked="" type="checkbox"/> <b>Organisation administrator</b></p> <p><input type="checkbox"/> <b>QI Role (Org)</b> Users with this role can view, create and submit QI Program data for your Registered Provider</p>

### 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.

**Update roles for <contact's full name + email>?**

If this user is accessing content which they no longer have access to, they will be logged out of the system.

If the user has no other roles assigned, they will no longer have access to the Government Provider Management System.

The user account will remain in the system and you will be able to re-assign roles to this user account in the future.

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](mailto:interpreting@deafconnect.org.au).