



Government Provider Management System

Quick Reference Guide: How to add a user in the Approved Provider portal

Organisation Administrators can add new users to the GPMS Approved 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 **ACO account** is highlighted, and select the **+ Add New User** button.

The screenshot shows the 'Manage users' interface. On the left, there's a sidebar with 'ACO Account' and 'Coles Test' (Provider ID: [redacted]). The main content area is titled 'Manage users' and 'Users within this ACO'. It lists one user: 'Org.Admin@test.gov.au (You) Organisation administrator'. A red box highlights the '+ Add New User' button in the top right corner.

2. In the **Add new ACO user** screen, enter the new user's company email address and select the **Next** button.

The screenshot shows the 'Add new ACO user' interface. On the left, there's a sidebar with 'ACO Account' and 'Coles Test' (Provider ID: [redacted]). The main content area is titled 'Add new ACO user' and 'User details'. It prompts the user to 'Please enter the new user's Company Email Address.' and shows an empty email input field. A red box highlights the 'Next' button at the bottom right.

If the user does not exist in the GPMS provider portal, proceed to step 3. If user does exist in GPMS provider portal, the user will receive a notification of this. Go to step 4.

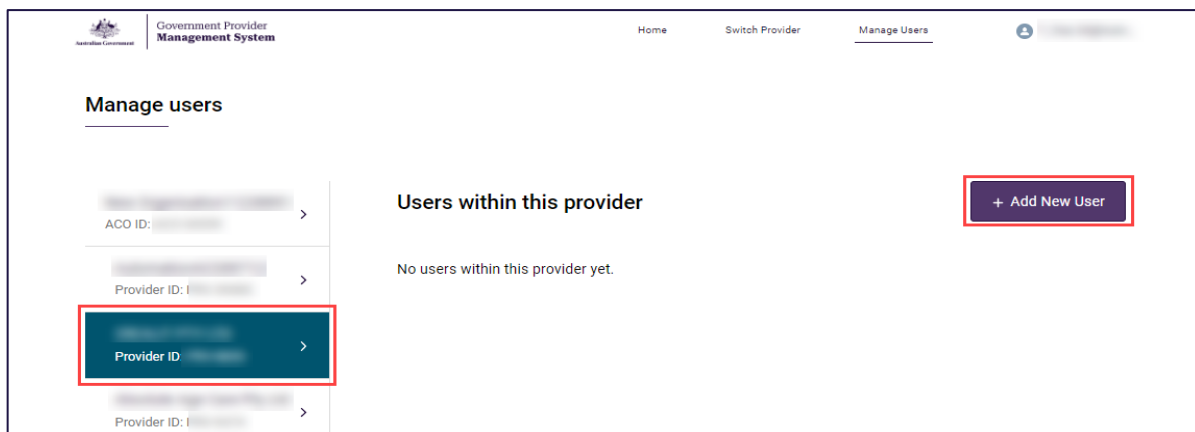
3. Add the new user's Salutation, First name, Surname, and Date of birth. If the date of birth is not provided, a default date of 19/01/1900 can be entered for the user.

4. Under **User roles**, tick the check box for **Organisation administrator** and/or **Star ratings reviewer (org)**
5. Select the **Add User** button.

Adding a user at the provider level

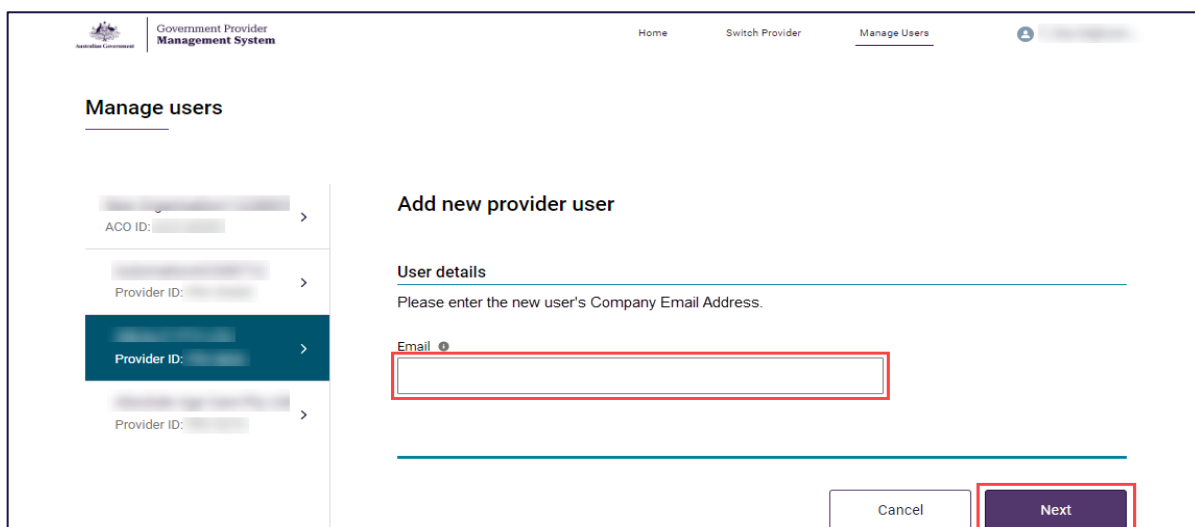
To add a new user at the provider level, complete the following actions:

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



The screenshot shows the 'Manage users' interface. On the left, there's a sidebar with a list of provider accounts. One account is highlighted in blue. The main area is titled 'Users within this provider' and contains the text 'No users within this provider yet.' A red box highlights the '+ Add New User' button in the top right corner.

2. In the **Add new provider user** screen, enter the new user's company email address and select the **Next** button.



The screenshot shows the 'Add new provider user' interface. The left sidebar is the same as the previous screenshot. The main area is titled 'Add new provider user' and contains a 'User details' section. There is a text input field for 'Email' and a 'Next' button highlighted with a red box.

3. Add the new user's Salutation, First name, Surname, and Date of birth.
4. Under **User roles**, tick the check box for **Star ratings reviewer (service)**.

5. Tick the check box for **All services** to let the new user view the Star Ratings for all the listed services or tick the check box for services individually.

6. Select the **Add User button**.

The Manage Users screen will display again. A green banner will display at the top of the screen advising an invitation has been sent to the new user. The new user will need to select the link in the email and log into GPMS to complete their registration.

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](tel:1300773803) or email interpreting@deafconnect.org.au.