



Government Provider Management System

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

Organisation Administrators can edit user accounts. Organisation Administrator will only be able to add, edit and remove GPMS users within the Approved Provider portal.

Editing user roles

To edit a user's roles, complete the following actions:

1. In the **Manage users** screen, locate the user to edit, and select the **Manage** link.

The screenshot shows the 'Manage users' interface. On the left, there are filters for 'ACO ID' and 'Provider ID'. The main section, 'Users within this ACO', displays a list of users. The first user is in a 'Pending' state. The second user is an 'Organisation administrator, Star ratings reviewer (org)' and has a 'Manage' link next to their name, which is highlighted with a red box. A '+ Add New User' button is located at the top right of the user list.

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

The image compares the role selection for two types of users. On the left, for an 'ACO user', the roles are 'Organisation administrator' and 'Star ratings reviewer (org)'. On the right, for a 'Provider user', the role is 'Star ratings reviewer (service)'. Below this role, there is a section to 'Please select at least one service.' which includes a checkbox for 'All services' and a checkbox for a specific service, which is highlighted with a red box.

To edit the user's roles:

- For organisation level users select and/or deselect the **Organisation administrator** and/or **Star ratings reviewer (org)** check boxes.
- For provider level users select and/or deselect the **All services** and/or individual services check boxes.

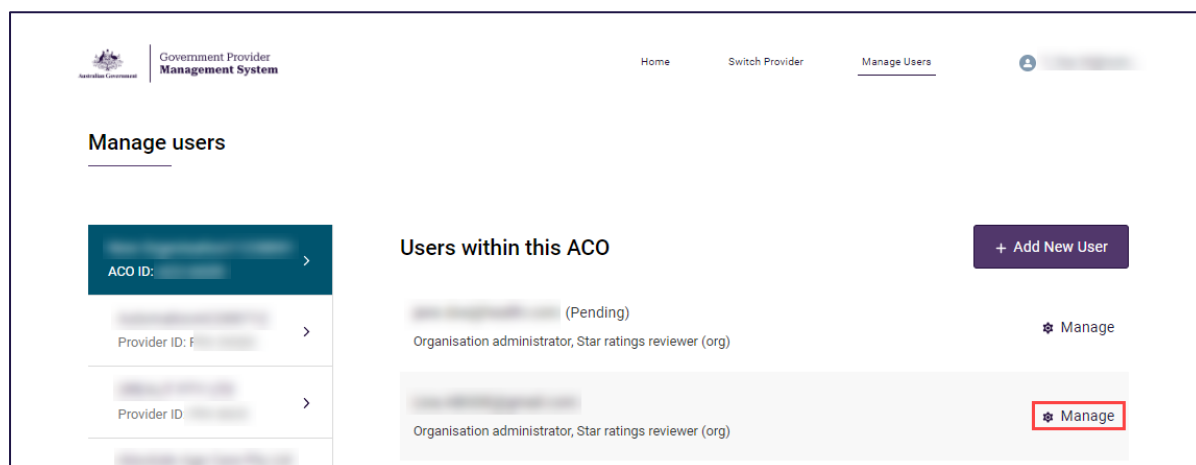
3. Select the **Save** button.

The **Manage Users** screen will display again. The user will receive an email notification advising their access roles have been changed.

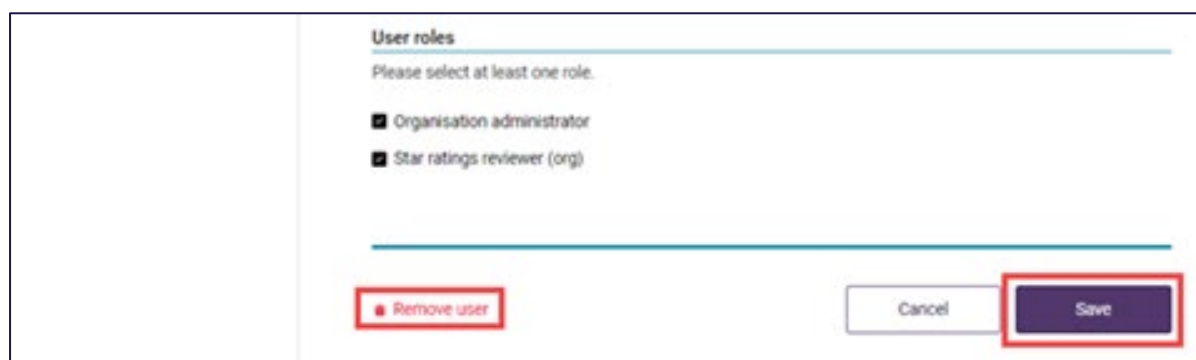
Removing a user from GPMS

To remove a user from GPMS, complete the following actions:

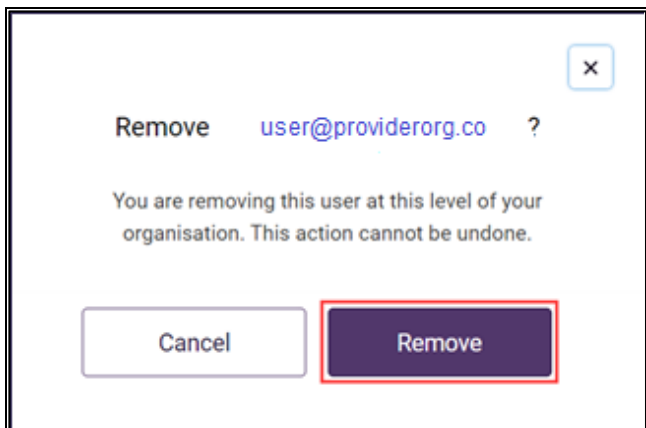
1. In the **Manage users** screen, locate the user to remove, and select the **Manage** link.



2. Scroll to the bottom of the screen and select the **Remove user** link.



3. A modal will display advising the selected user will be removed at the current level of the organisation and the action cannot be undone. Select the **Remove** button to proceed.



The Manage users screen will display again. The user will no longer be listed.

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.