



Government Provider Management System Quick Reference Guide: How to add a user in the GPMS Registered Provider portal

Organisation Administrators can add new users in the GPMS Registered 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 click the **+ Add new portal user** button.

The screenshot shows the 'Manage users' interface. At the top, the current organisation is 'Mission Aged Care Australia' with Provider ID: PRV-12345 and ABN: 12 345 678 901. Below this, there are two main sections. On the left, under 'Entities', two entries for 'Mission Aged Care Australia' are listed, one with Organisation ID: ACO-12345 and one with Provider ID: PRV-12345. On the right, under 'Portal users within this organisation', there is a search bar with the placeholder text 'Enter name or email address' and a '+ Add new portal user' button highlighted with a red box. There are also 'Clear' and 'Search' buttons in the search 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 user 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 ['How to edit a contact' 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
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 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 radio button next to the contact record and click 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
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 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, then click 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

Q Hannah Clear Search

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

0-0 of 0 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

5. In the **User details** section, enter the user's details within the fields. Under **User roles**, check the boxes next to the access roles to be assigned to the user. In the Declaration section, select **I agree**, then click 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

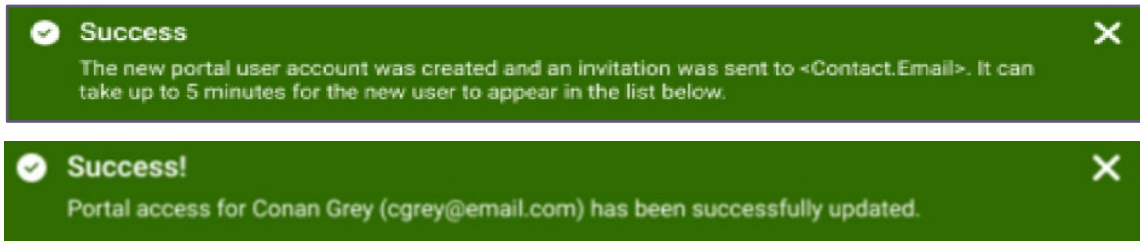
* Email address
hannah@email.com

* 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

Cancel Previous Add user

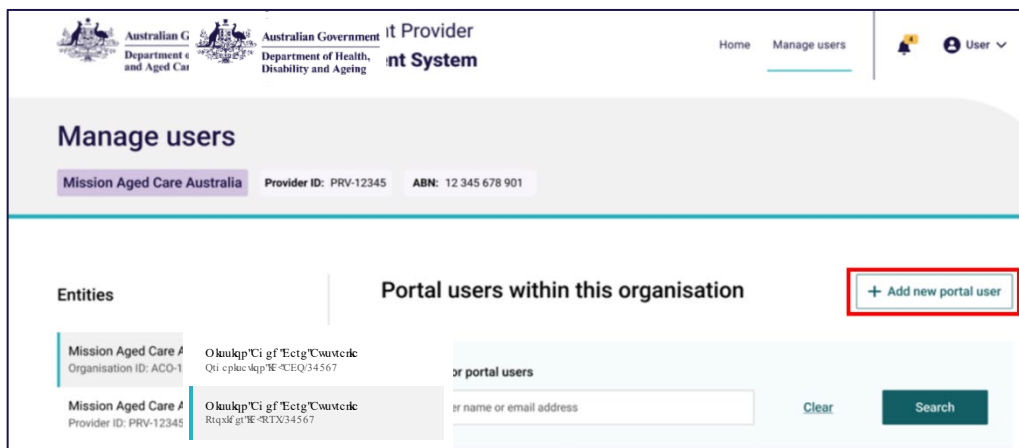
The GPMS portal will display a green banner informing that an invitation email has been sent to the new contact or portal access for the contact has been successfully updated.



Adding a user at the provider level

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

1. On the **Manage users** screen, ensure the **provider account** is highlighted, and click the **+ Add new portal 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 click the **Search** button.
 - If the contact does exist within the organisation but does not have a portal account, go to step 3.
 - If the contact already has a portal account, follow the steps within the ['How to edit a contact' 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 radio button for the contact record and click 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

- If no contacts are found, select the **Add a new individual as a portal user** radio button and click 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

Q Hannah Clear Search

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

0-0 of 0 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

- In the **User details** section, enter the user's details within the fields (if not already populated). Under **User roles**, select the boxes next to the access roles to be assigned to the user.

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.

ⓘ You are updating the details of an existing 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@email.com

* User roles
Select at least one role.

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

Provider staff (Home/Branch)
Users with this role can message 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 Services.

Financial reporting submission
Users with this role view QFR information, create and update individual QFR records, input QFR information via direct entry and upload data.

Performance reviewer (Home/Branch)
Users with this role can view Star Ratings, Quality Standards and regulatory decisions for assigned residential care homes and branches.

Provider operations user
Users with this role can input, submit, view Provider Operations information, generate preview of provider report based on ACDW 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. Check the check boxes of the services the user should have, to allow them access for that specific role.

*** 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.
- RIN 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.

Provider staff (Home/Branch)

Select one or more homes and/or branches

<p>Homes</p> <p><input type="checkbox"/> Select all homes</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> HammondCare - Arlington (ARCH-12345) <input checked="" type="checkbox"/> HammondCare - Bridgeton (ARCH-12346) <input type="checkbox"/> HammondCare - Camperdown (ARCH-12347) <input type="checkbox"/> HammondCare - Darlinghurst (ARCH-12348) <input type="checkbox"/> HammondCare - Darlington 	<p>Branches</p> <p><input type="checkbox"/> Select all branches</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> HammondCare - Arlington (SRV-12345) <input checked="" type="checkbox"/> HammondCare - Bridgeton (SRV-12346) <input type="checkbox"/> HammondCare - Camperdown (SRV-12347) <input type="checkbox"/> HammondCare - Darlinghurst (SRV-12348) <input type="checkbox"/> HammondCare - Darlington
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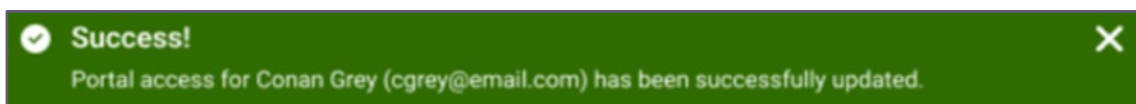
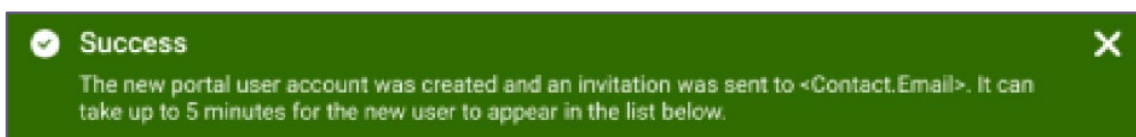
7. In the Declaration section, click the **I agree** checkbox, then click the **Add user** button.

*** 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

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.



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.