



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, editing of a contact account is limited to user roles and access to the GPMS Registered Provider portal.

Editing or removing contact roles

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

1. In the **Manage users** screen, enter the individuals name or email in the search bar, then click **Search**.
2. Locate the contact to be edited and select the drop-down arrow in the relevant row and click **Manage user roles**.

The screenshot shows the 'Manage users' interface for 'Mission Aged Care Australia'. It includes a search bar for portal users, a table of users, and a dropdown menu for 'Manage user roles'.

Name	Email address	User roles
Andrew Lee	andrewlee@email.com	Provider staff (Registered provider) Manage user roles
Hannah Wang (You)	hannahw@email.com	Provider staff (Home/Branch)
Jacqueline Lee (Pending)	jacqueline@email.com	Provider staff (Registered provider)

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>User roles</p> <p>Select to add roles or deselect to remove existing roles.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provider staff (Registered Provider) Users with this role can manage all contacts for your organisation. <input type="checkbox"/> Provider staff (Home/Branch) Users with this role can manage contacts for assigned Homes and Branches. <input checked="" type="checkbox"/> RN submission - Homes Users with this role can submit 24/7 Registered Nurses reports for assigned homes. <input checked="" type="checkbox"/> QI Role (Service) Users with this role can view, create and submit QI Program data for assigned Program Payment Entities. <input checked="" type="checkbox"/> 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. <input type="checkbox"/> Performance reviewer (Home/Branch) Users with this role can view Star Ratings, Quality Standards and regulatory decisions for assigned residential care homes and branches. <input checked="" type="checkbox"/> Provider Operations User Users with this role can input, submit, view Provider Operations information, generate preview of provider report based on ACDW data. 	<p>User roles</p> <p>Select to add roles or deselect to remove existing roles.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Organisation administrator <input type="checkbox"/> QI role (Org) Users with this role can view, create and submit QI Program data for your organisation. <input checked="" type="checkbox"/> Performance reviewer (Org) Users with this role can view Star Ratings, Quality Standards and regulatory decisions for your organisation.

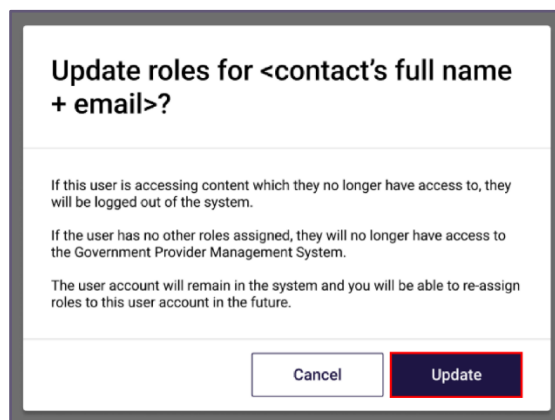
To edit the contact's roles:

- 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.

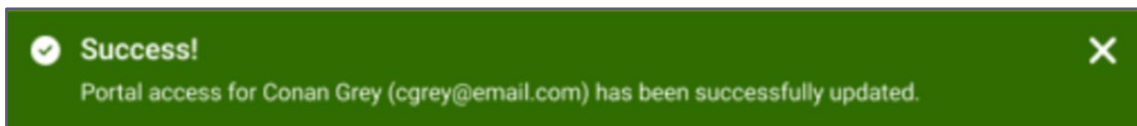
4. Click the **Save** button.



5. The modal to confirm the updates to the contact's role will be displayed. Click **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.



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.