



# Government Provider Management System Quick Reference Guide: How to add a user in the GPMS 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 click the **+ Add New User** button.

The screenshot shows the 'Manage users' interface. On the left, there's a teal sidebar with 'ACO Account' and 'Coles Test' sections. The main area is titled 'Users within this ACO' and lists one user: 'Org.Admin@test.gov.au (You)' with the role '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 click the **Next** button.

The screenshot shows the 'Add new ACO user' form. The 'User details' section has a prompt: 'Please enter the new user's Company Email Address.' Below this is an 'Email' input field with a red box around it. At the bottom right, there are 'Cancel' and 'Next' buttons, with the 'Next' button highlighted in a red box.

3. In the **Select user** section, select the radio button option to **'Create a new contact record'**, then click the **'Next'** button.

The screenshot shows the 'Select user' section with a radio button option 'Create a new contact record' selected and highlighted with a red box. Below this are 'Cancel', 'Previous', and 'Next' buttons, with the 'Next' button highlighted in a red box.

4. 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.

\* First Name ⓘ  
John

\* Last Name ⓘ  
Citizen

\* Date of Birth  
1/1/1950 📅

\* Email Address ⓘ  
j.citizen@email.com

5. Check or uncheck the boxes next to the relevant roles(s) to be assigned to the new user.

**User roles**

Please select at least one role.

Organisation Administrator

QI Role (Org)

6. Click the checkbox to confirm agreement with the declaration and click **Add User** button.

**Declaration**

By ticking this 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**

A green banner will display, informing that an invitation email has been sent to the new user.



The newly added user will have a status of **(Pending)**.

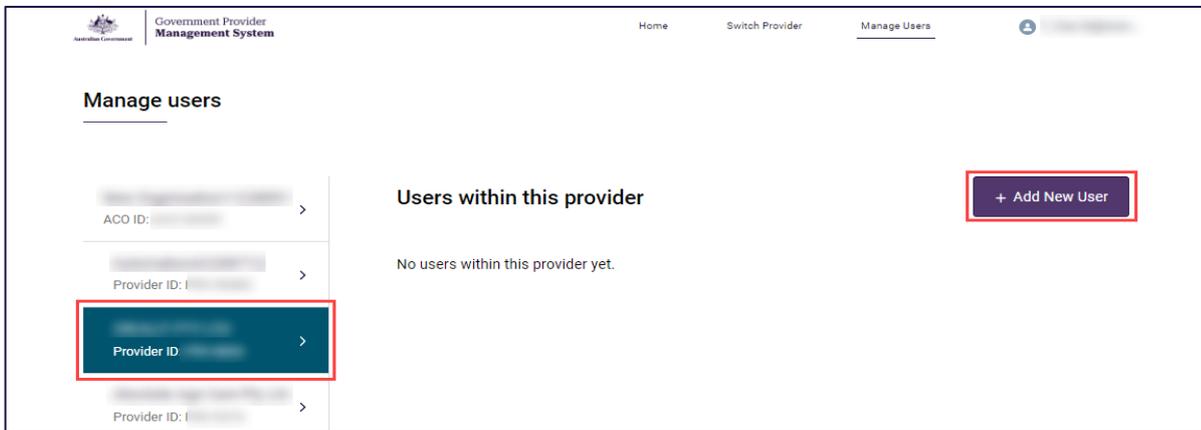
This status will remain until the newly added user receives their notification email and selects the link to login to the GPMS Approved Provider portal for the first time.

Once their first login has been completed the Pending status will disappear.

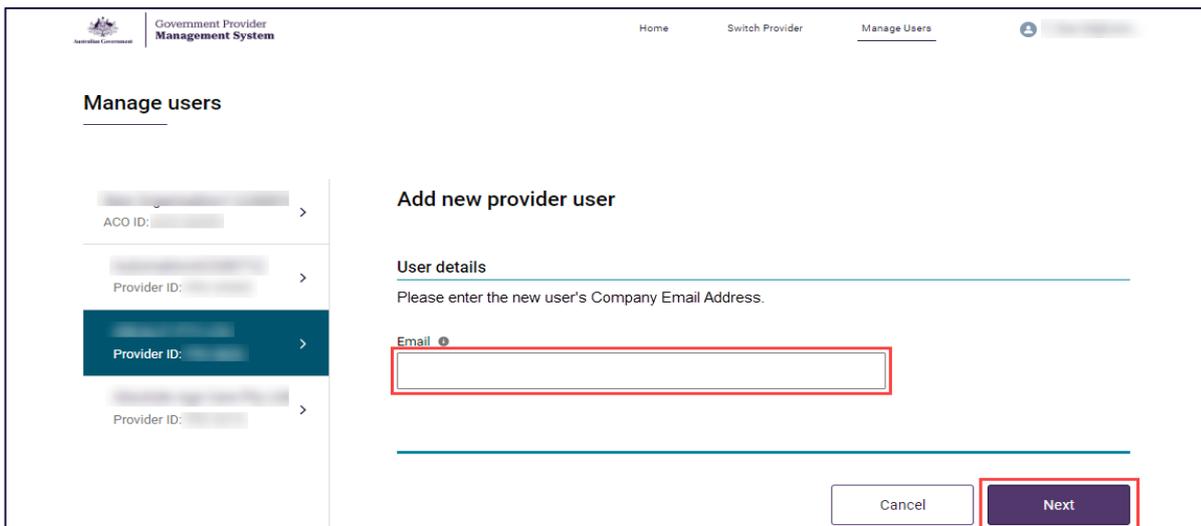
## Adding a user at the provider level

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 click the **+ Add New User** button.



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



3. In the **Select user** section, select the radio button option to **'Create a new contact record'**, then click the **'Next'** button.



4. Add the new user's **Salutation, First name, Surname,** and **Date of birth.**

\*First Name ⓘ  
John

\*Last Name ⓘ  
Citizen

\*Date of Birth  
1/1/1950 📅

\*Email Address ⓘ  
j.citizen@email.com

5. Check or uncheck select the check boxes next to the relevant user of the access roles to be assigned to the user.

**User roles**

Please select at least one role.

Financial Reporting Submission

QI Role (Service)

Please select at least one role.

6. Check or uncheck the boxes of the relevant services that the user should have access to.

**QI Role (Service)**

Please select at least one service.

All services

Apsley Riverview

7. Click the checkbox to confirm agreement with the declaration and click **Add User** button.

**Declaration**

By ticking this 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 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](mailto:interpreting@deafconnect.org.au).