Appendix 2 – Unable to login to GPMS

Unable to login due to mismatched email addresses:

1. If you are unable to access the GPMS because your nominated email address does not match the email address recorded in RAM, please follow below steps:
    a. Contact the My Aged Care Service Provider and Assessor Helpline for **GPMS Support, you can contact them on 1800 836 799 (option 4)**
    b. Have your Staff Member ID available. This can be located in My Aged Care under *'Outlet Administration'*.
    c. If you receive an error message while attempting to log in, record the error code and timestamp, as this information may be requested by the support team.

Unable to login due to unknown nominated user:

2. If you are unable to access GPMS because you are unsure who the nominated user is, please follow the steps below:
    a. Contact the My Aged Care Service Provider and Assessor Helpline for **GPMS Support, you can contact them on 1800 836 799 (option 4)**
    b. Have your Staff Member ID available. This can be located in My Aged Care under *'Outlet Administration'*.
    c. If you receive an error message while attempting to log in, record the error code and timestamp, as this information may be requested by the support team.

3. For any other issues logging into the GPMS please follow above steps and contact My Aged Care Service Provider and Assistance Helpline for GPMS support, you can contact them on 1800 836 799 (option 4).