

Credentials and Documents

This is an early step in your move to the new system, before you set up your availability. Use your temporary login (emailed to you) to check your profile details and upload your current credentials. It's the one big task before go-live, and we'll support you through it. We prepared a step-by-step guide for this process below.

Why it's worth doing before go-live

This opens your profile before the system goes live, so you can confirm your details are right and your documents are current. That means day one is a non-event for you. One upload now replaces repeated paperwork later.

What you'll need

Your applicable credentials, current and valid. Exactly what's required depends on your role and the services you deliver with us, for example, a psychologist's requirements differ from a nutritionist's. Common examples include:

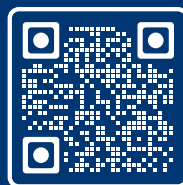
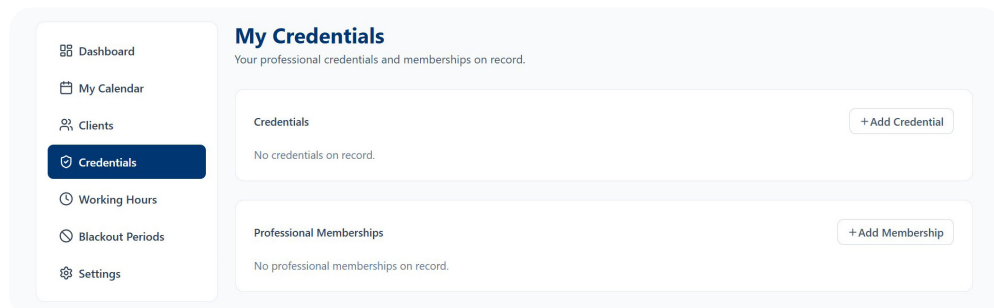
- Police check
- Working-with-children check
- Professional licence or registration
- Insurance

Why we ask for this

The new system holds your applicable credentials in one place and keeps bookings flowing without manual checks, protecting both your clients and your practice. If a required credential isn't current, bookings are refused by default. We don't want that to cost you work, that's why we're asking early, with plenty of lead time before go-live. If a renewal is in progress, tell us early and we'll work through it with you.

Uploading documents

Using the left panel menu, navigate to and open 'Credentials'.



From the 'Credentials' page, there are two ways to add documents in the system, depending on their type. Select 'Add Credential' or 'Add Membership', as needed.

1. Complete the requested information where required or you opt to.
2. Attach a copy of the document to complete your records.
3. Then click 'Add' to save.

Add Credential

Credential Type *

Select...

Provider (optional)

Reference Number (optional)

Start Date *

dd/mm/yyyy

Expiry Date (optional)

dd/mm/yyyy

Attachment *

Choose a file to attach...

PDF or image only (JPG, PNG, GIF, BMP, TIFF) — max 50 MB.

Cancel

Add

Add Professional Membership

Membership Body *

Select...

Membership Name *

Valid Until (optional)

dd/mm/yyyy

Attachment *

Choose a file to attach...

PDF or image only (JPG, PNG, GIF, BMP, TIFF) — max 50 MB.

Cancel

Add

Not comfortable with technology?

You won't be left to figure it out alone. Set up can be done by using the various tools we've created and will be shared with you, like this guide. We can also support you via phone, just reach out to the Associates Support Team by calling 1800 818 728 or emailing directly to associates@accesseap.com.au. We're available to support you through this process.

