

Primary Care Reporting Portal Manual

General practice support manual

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Accessing the Primary Care Reporting Portal

You will receive an invitation from WAPHA via portal.onboarding@wapha.org.au with the subject line: **WAPHA Provider Portal Invite Confirmation**. Click on the **URL** in the email.

From: Portal Onboarding <portal.onboarding@wapha.org.au>
Sent: Tuesday, 28 November 2023 12:05 PM
To: <test.user@wapha.org.au>
Subject: WAPHA Provider Portal Invite Confirmation

Dear Test User,

WA Primary Health Alliance (WAPHA) would like to invite you to the WA Primary Health Alliance Provider Portal.

This Portal is your gateway to undertaking the following functions (depending on your role).

Commissioned service providers:
View your organisation's reports
Submit episode-related data
Upload episode CSV files

General practices:
View your practice's reports
News and updates
View and update user permissions for your practice (coming soon)

You have been invited into the Primary Care Reporting Portal and may login to the portal using following URL:
<https://portal.wapha.org.au/>

If you experience any technical difficulties, commissioned service providers can email csr@wapha.org.au and practices can contact practiceassist@wapha.org.au.

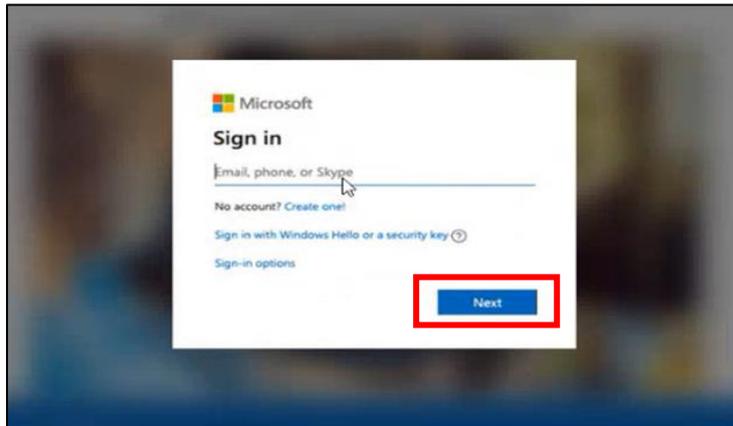
Kind Regards,
WA Primary Health Alliance

Portal Onboarding |
portal.onboarding@wapha.org.au | www.wapha.org.au

Note: Occasionally this email may be filtered out as 'junk' or 'spam', so please check your spam folder.

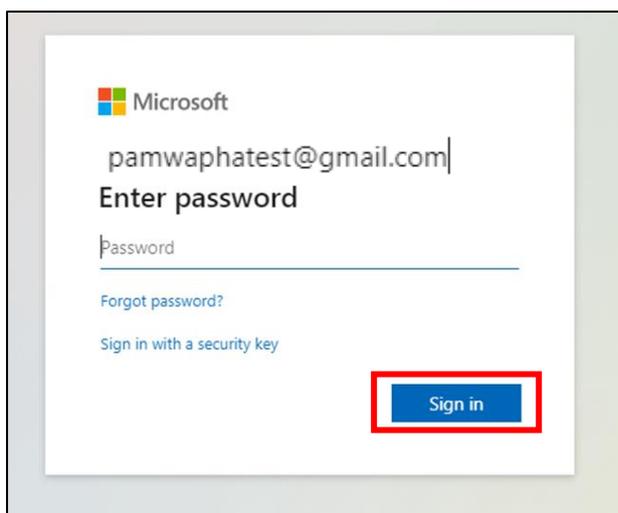
Sign In

1. Once the [Primary Care Reporting Portal](#) page opens, click **Sign In**.
2. The first time you sign in, a Microsoft Sign In window will be displayed. Enter **your practice user email address** (as nominated by your practice) and click **Next**.



Note: If your email account is NOT associated with a Microsoft account, proceed to [Verify your Identity](#).

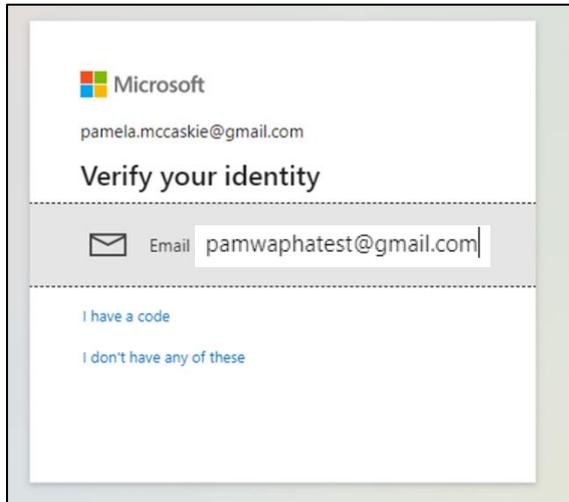
3. If your account is associated with a Microsoft Account, enter your Microsoft password, and click **Sign in**.



Verify your Identity

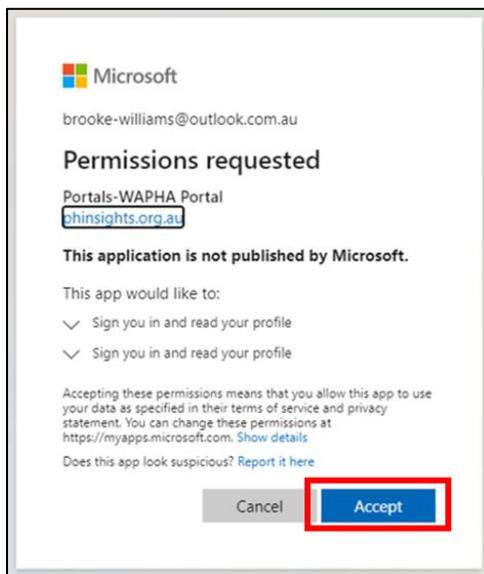
1. Click on the **grey bar** with the email address for your practice, which will prompt the Microsoft authenticator to send you a security code. (You may be prompted to download [Microsoft Authenticator](#)). This may be via a **security code emailed** to you or via a **text message**.

2. Verify your identity following the prompts you receive.



Accept Permissions

Accept the permissions requested, when prompted.



Microsoft Authenticator

You may be prompted to install the [Microsoft Authenticator App](#) on your smart phone to verify your access to the portal.

As the Microsoft Authenticator set up is dependent on how your practice's IT systems are configured, please contact your IT provider or refer to the Microsoft troubleshooting [here](#).

Updating your Profile

You can access your profile, by clicking on the drop-down arrow near your name and selecting **Profile**. Click **Update** to save any changes.

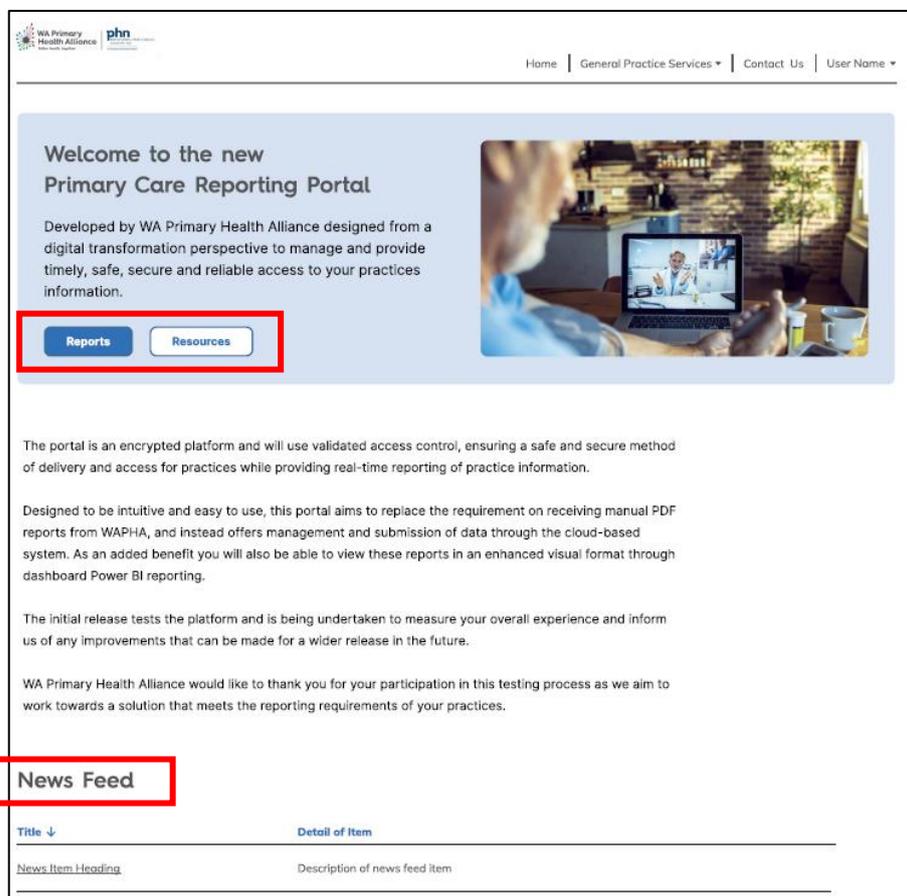
General Practice Services

From the PCRP landing page, you can access **GP Services**, by clicking the arrow next to 'GP Services' on the navigation bar and selecting 'GP Services'.



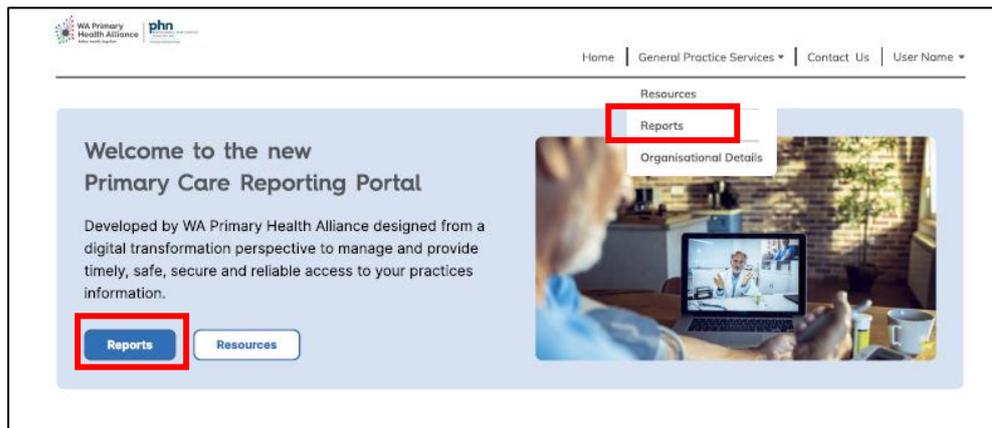
The General Practice Services home page provides two short cut buttons, **Reports** and **Resources**, as well as a **News Feed** section.

View the **News Feed** for the latest updates and alerts that general practices may be interested in.



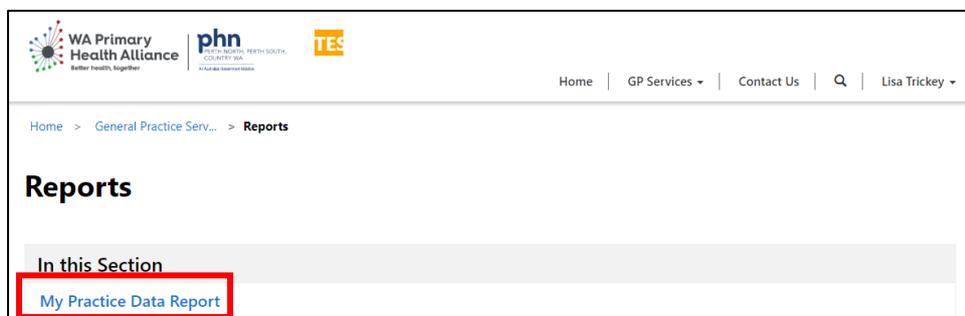
Reports

To access reports, you can select the short cut button from General Practice Services landing page, or alternatively access by clicking the arrow next to **'GP Services'** on the navigation bar and selecting **'Reports'**.



The page will load and display a list of the reports available to you. Select **'My Practice Data Report'**.

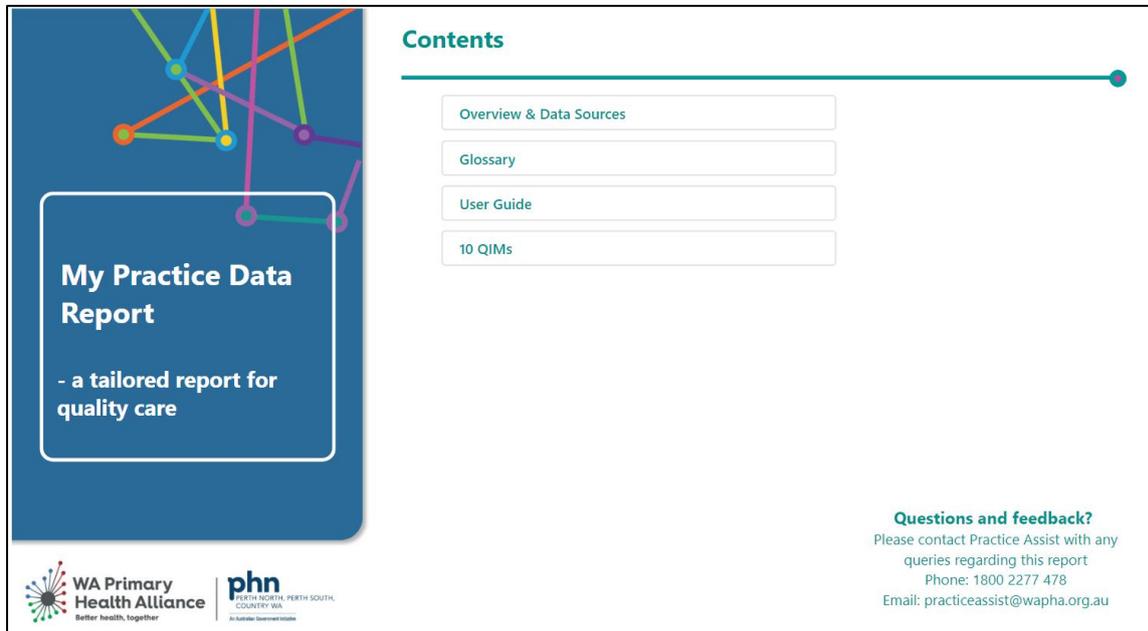
Note: This page will contain multiple reports in the future.



To access the reports, you will need to Authenticate with **Power BI** which is the Microsoft tool WAPHA uses to create and share the reports. Click **Sign In** when prompted and select the email account for the practice.



A contents page of the **My Practice Data Report** will be displayed. For further instructions on how to use the report, please refer to the [My Practice Data Report User Guide](#).



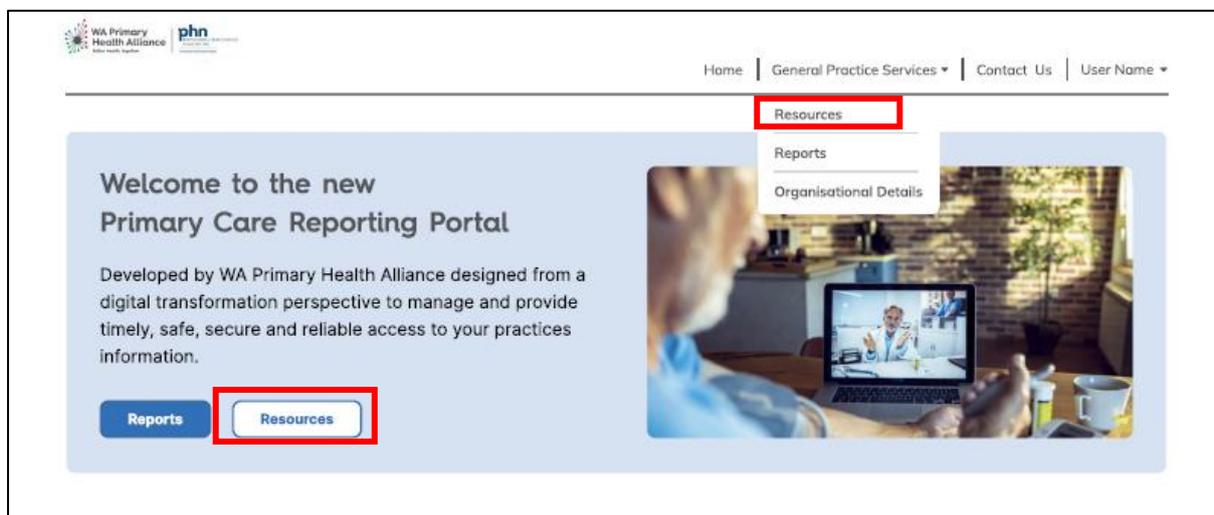
The screenshot shows the 'Contents' page for the 'My Practice Data Report'. On the left, there is a blue box with the text 'My Practice Data Report - a tailored report for quality care'. Below this are the logos for WA Primary Health Alliance and phn. On the right, under the heading 'Contents', there is a list of four items: 'Overview & Data Sources', 'Glossary', 'User Guide', and '10 QIMs'. At the bottom right, there is a section for 'Questions and feedback?' with contact information for Practice Assist, including a phone number (1800 2277 478) and an email address (practiceassist@wapha.org.au).

Hint: To zoom in or out within Power BI, hold 'Ctrl' and either scroll up or down with your mouse or use the + or - on your keyboard.

Resources

Resources have been developed to support general practice staff in utilising the Primary Care Reporting Portal to its full potential.

To access the resources, you can select the short cut button from General Practice Services landing page, or alternatively access by clicking the arrow next to 'GP Services' on the navigation bar and selecting 'Resources'.



The screenshot shows the landing page of the Primary Care Reporting Portal. At the top, there is a navigation bar with links for 'Home', 'General Practice Services', 'Contact Us', and 'User Name'. Below the navigation bar, there is a large blue box with the text 'Welcome to the new Primary Care Reporting Portal' and a description of the portal's purpose. There are two buttons: 'Reports' and 'Resources', with the 'Resources' button highlighted with a red box. To the right of the text, there is an image of a person using a laptop. A dropdown menu is open over the 'Resources' button, showing options for 'Resources', 'Reports', and 'Organisational Details', with 'Resources' also highlighted with a red box.

Organisational Details

To access organisational details, you can click the arrow next to 'GP Services' on the navigation bar and select 'Organisational Details'.

***Note:** You will only be able to search and view the details of the organisation that you are associated with. If you belong to a group of practices and have permission, you will also be able to search and view these.*

Support

For further support with the Primary Care Reporting Portal please contact the Practice Assist Help Desk via phone: **1800 2 ASSIST** (1800 2 277 478) or by email: practiceassist@wapha.org.au.