

Primary Care Reporting Portal Manual

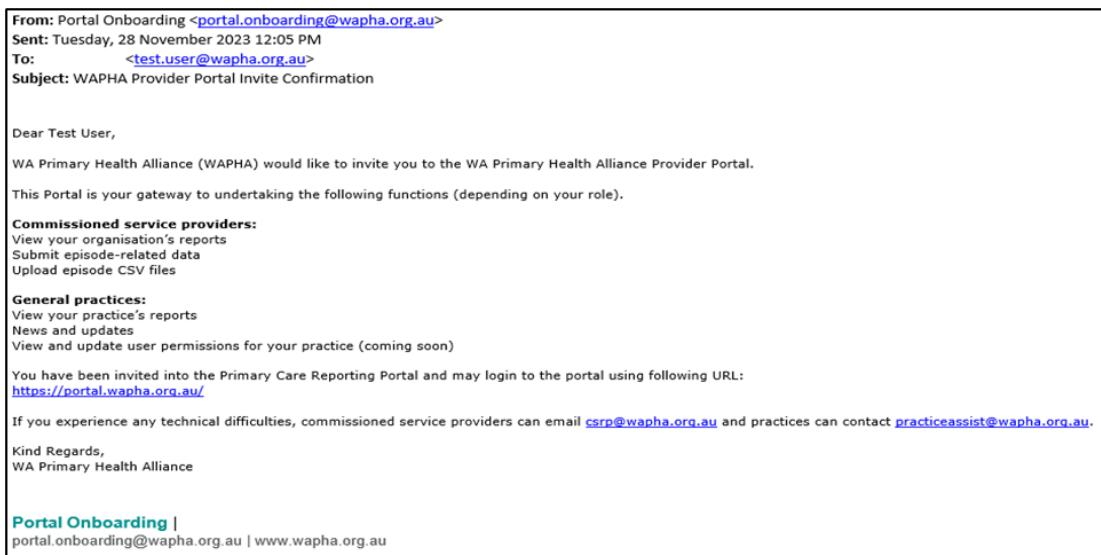
General practice support manual

Contents

Accessing the Primary Care Reporting Portal	3
Sign In.....	3
Verify your Identity	4
Accept Permissions	5
Microsoft Authenticator	5
Updating your Profile	5
General Practice Services	6
News Feed	6
Reports.....	7
Resources.....	8
Organisational Details.....	9
Self Service Administration	9
Add a New User	10
Change Practice User Permissions	11
Link User.....	12
Link Admin	12
Unlink Admin.....	12
Unlink User.....	13
Remove Access of a user.....	13
Add a New Organisation	14
Support	14

Accessing the Primary Care Reporting Portal

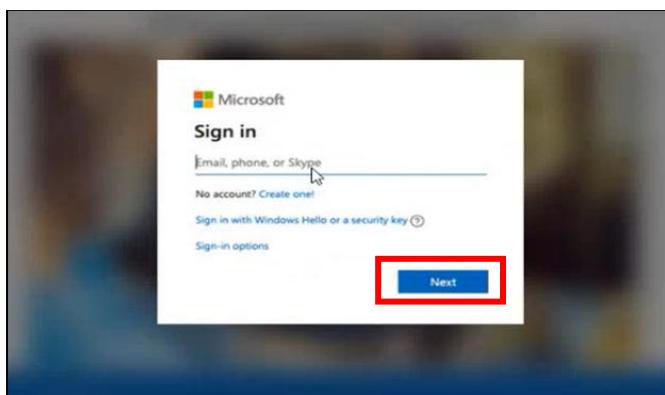
You will receive an invitation from WAPHA via portal.onboarding@wapha.org.au with the subject line: **WAPHA Provider Portal Invite Confirmation**. Click on the **URL** in the email. Or access the PCRP [here](#).



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

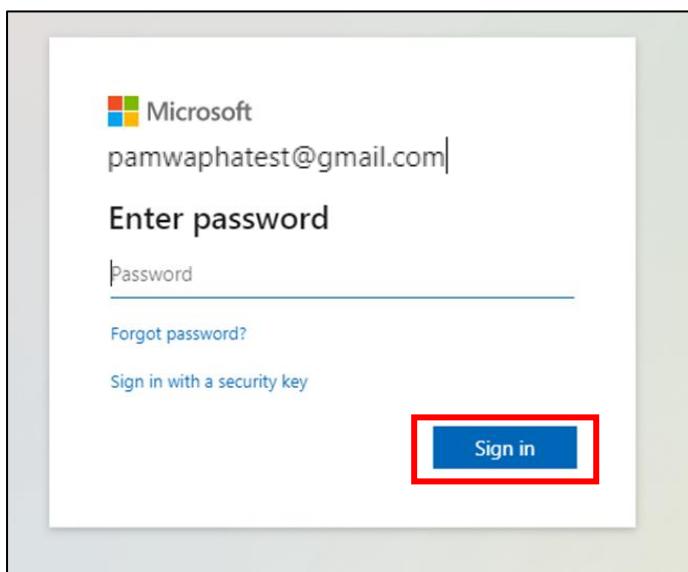
Sign In

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 email address** (as linked to your PCRP profile) and click **Next**.



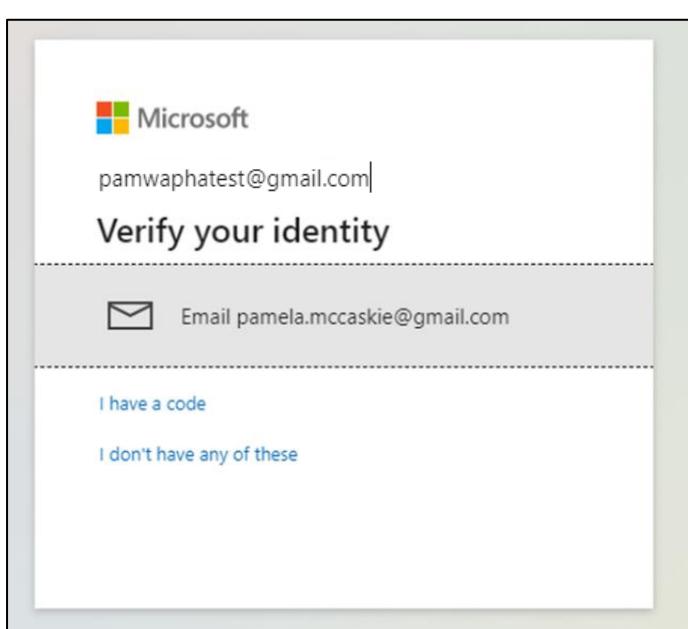
Note: If your email account is NOT associated with a Microsoft account, proceed to [Verify your Identity](#).

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



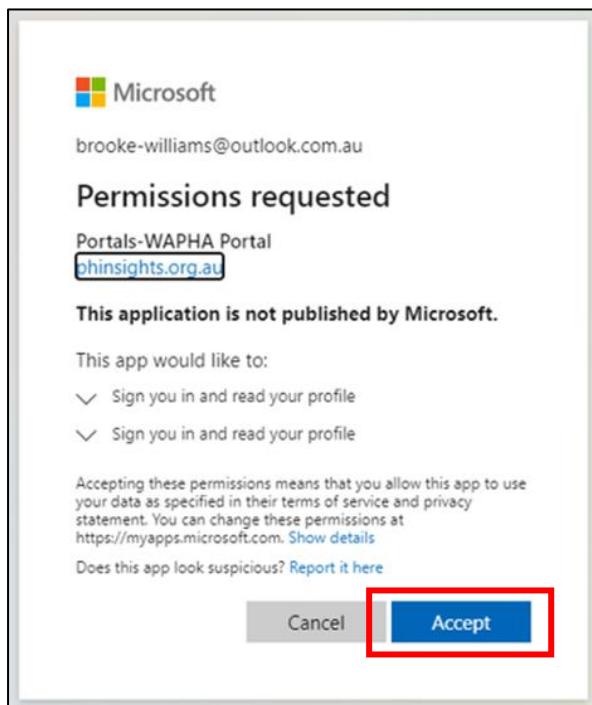
Verify your Identity

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.



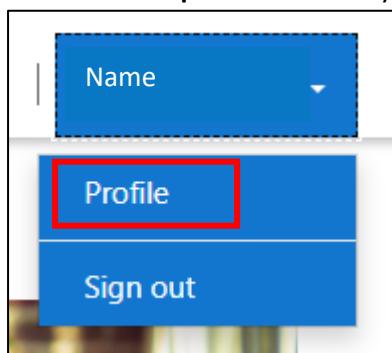
Microsoft Authenticator

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](#).

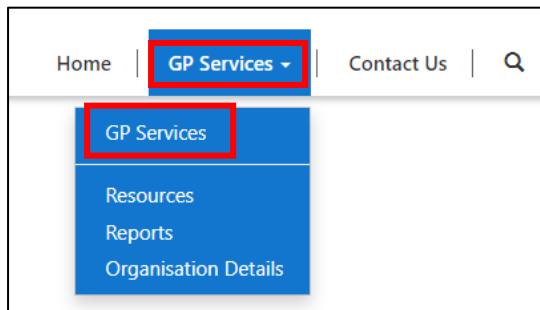
Updating your Profile

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

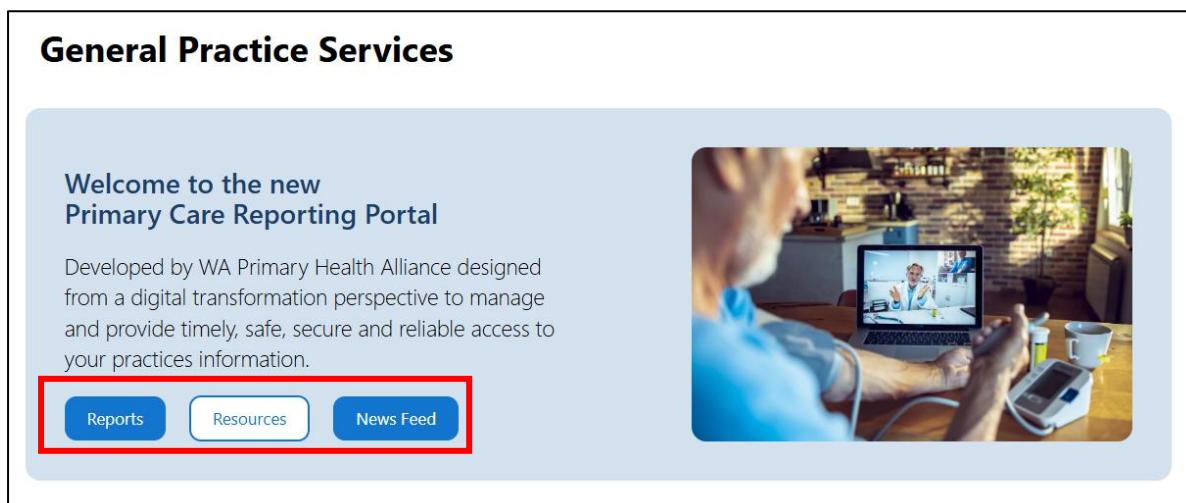


General Practice Services

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 three short cut buttons, **Reports**, **Resources**, and **News Feed**



General Practice Services

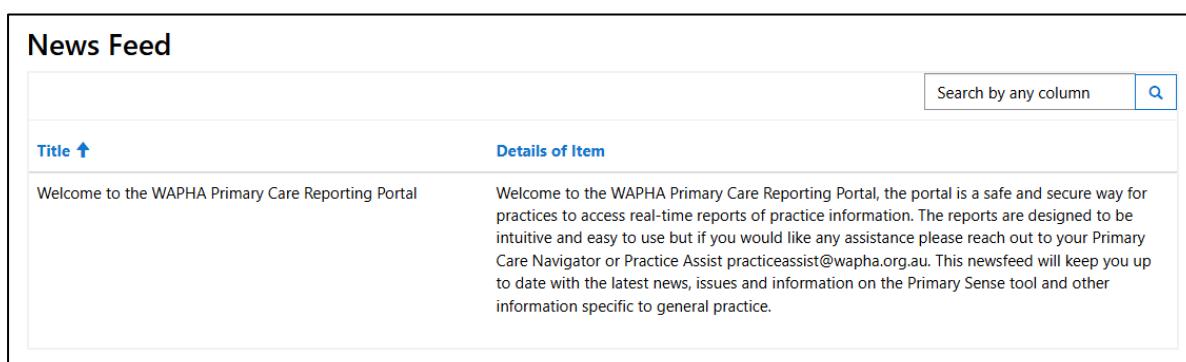
Welcome to the new Primary Care Reporting Portal

Developed by WA Primary Health Alliance designed from a digital transformation perspective to manage and provide timely, safe, secure and reliable access to your practices information.

Reports Resources News Feed

News Feed

Stay informed with the latest updates and alerts that are relevant to general practices by viewing the **News Feed**.



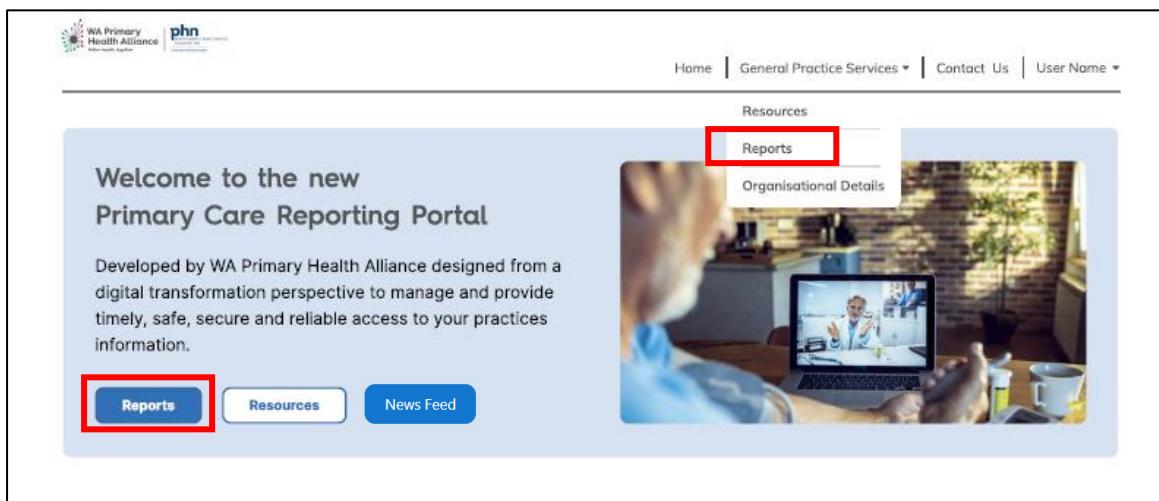
News Feed	
<input type="text" value="Search by any column"/> <input type="button" value=""/>	
Title ↑	Details of Item
Welcome to the WAPHA Primary Care Reporting Portal	Welcome to the WAPHA Primary Care Reporting Portal, the portal is a safe and secure way for practices to access real-time reports of practice information. The reports are designed to be intuitive and easy to use but if you would like any assistance please reach out to your Primary Care Navigator or Practice Assist practiceassist@wapha.org.au. This newsfeed will keep you up to date with the latest news, issues and information on the Primary Sense tool and other information specific to general practice.

General Practice PCRP User Manual

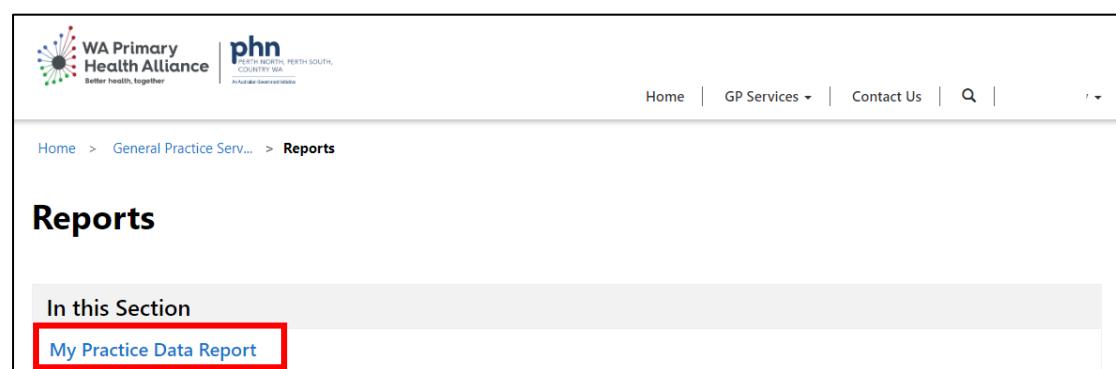
September 2025

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'.



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.



General Practice PCRP User Manual

September 2025

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](#).

My Practice Data Report
- a tailored report for quality care

Contents

Overview & Data Sources
Glossary
User Guide
10 QIMs

Questions and feedback?
Please contact Practice Assist with any queries regarding this report
Phone: 1800 2277 478
Email: 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**'.

Welcome to the new Primary Care Reporting Portal

Developed by WA Primary Health Alliance designed from a digital transformation perspective to manage and provide timely, safe, secure and reliable access to your practices information.

Reports Resources News Feed

Reports Organisational Details

Organisational Details

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

Organisation Details

On this page, you will find the organisations that you have permission to access.

Organisations

		search organisation	
--	--	---------------------	---

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.

Self Service Administration

Nominated Administrators for a practice are responsible for the onboarding and maintenance of all users for the practice, who will have access to the data summary reports from WAPHA. There must always be at least **one** nominated administrator in place. It is recommended that **two** nominated administrators are in place.

This is completed by clicking the arrow next to '**Self Service Administration**' on the navigation bar and selecting '**Self Service Administration**'. This will display 5 buttons for actions you can complete.



WA Primary Health Alliance
Better health, together

phn
PERTH NORTH PERTH SOUTH
COUNTRY NORTH COUNTRY SOUTH
In Australia Government

Home | GP Services | Contact Us | **Self Service Administration**

Self Service Administration

WAPHA follows current best practices in security standards, requiring regular review of who can access your general practice provider. It is your responsibility to ensure that all organisation user details and access are reviewed and updated regularly. This improves the safety of your data by preventing unauthorised updates.

Please review your PCRP users and document any changes and/or removal of any users who no longer work within the practice. The nominated administrator for the organisation is responsible for the onboarding and maintenance of all users for the organisation, who will have access to the data summary reports from WAPHA. Two nominated administrators are available per organisation in the PCRP and it is encouraged that a new administrator is identified and set up in the PCRP prior to a current administrator leaving the practice. The nominated administrator will be responsible for ensuring all organisational user details are correct and up to date.

Self Service Administration

- Add a New User
- Remove Access of a User
- Add a New Organisation
- Change Practice User Permissions

Add User

Remove Access

Update Profile

Add Organisation

Practice Permissions

Add a New User

To add a new user to the PCRP, select the **Add User** short cut button on the Self Service Administration page or by selecting '**Add a New User**' from the '**Self Service Administration**' drop down menu.

Complete the details as requested for the new user that you would like to add to the PCRP and click '**Add**'.

Add a New User

WAPHA follows current best practices in security standards, requiring regular review of who can access the Primary Care Reporting Portal (PCRP). Please review your PCRP users and document any changes and/or removal of any users who no longer require access via this form.

As a nominated administrator it is your responsibility to nominate someone else prior to leaving the organisation yourself. Access to your practices information through the PCRP should be limited to those staff who will use this information within their role. This includes, but not limited to, general practitioners, primary care nurses, and administration staff.

All fields are required, unless indicated as (optional)

First Name *

Last Name *

Email Address *

Phone

Provide a telephone number

Position Title/Role

Add

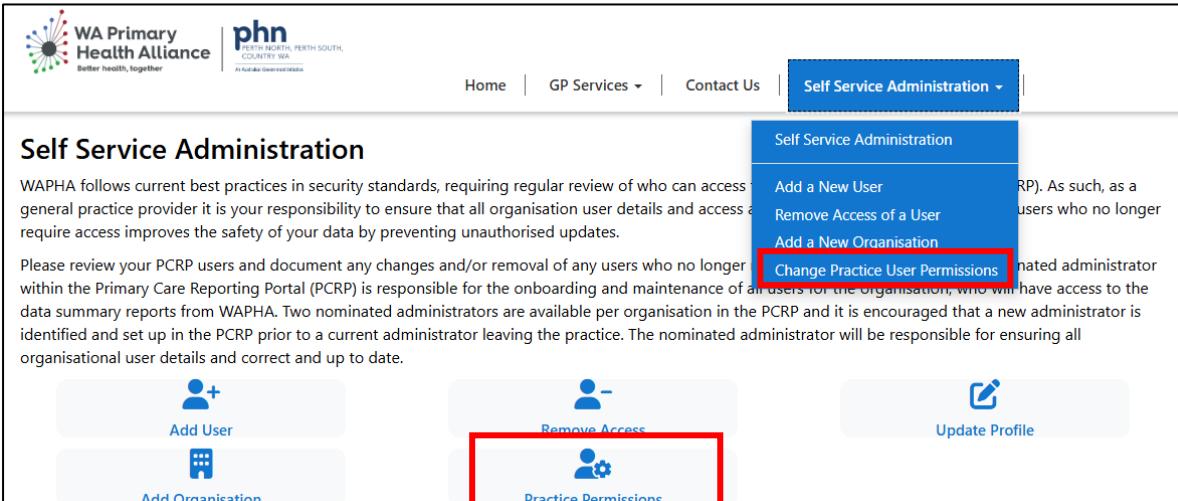
A message will display if the user has been added successfully or if the user already exists. The user should also receive an email stating that they have been added to the PCRP.

General Practice PCRP User Manual

September 2025

Change Practice User Permissions

Once a new user is added to the PCRP, you need to ensure that they are connected to the organisation or practice as appropriate. To do this, select the short cut button '**Practice Permissions**' on the Self Service Administration page or by selecting '**Change Practice User Permissions**' from the '**Self Service Administration**' drop down menu.



WA Primary Health Alliance Better health, together | phn PERTH NORTH, PERTH SOUTH, COUNTRY WA An Australian Government Initiative

Home | GP Services | Contact Us | **Self Service Administration**

Self Service Administration

WAPHA follows current best practices in security standards, requiring regular review of who can access the system. As a general practice provider it is your responsibility to ensure that all organisation user details and access are regularly reviewed and updated. Regular review of user access improves the safety of your data by preventing unauthorised updates.

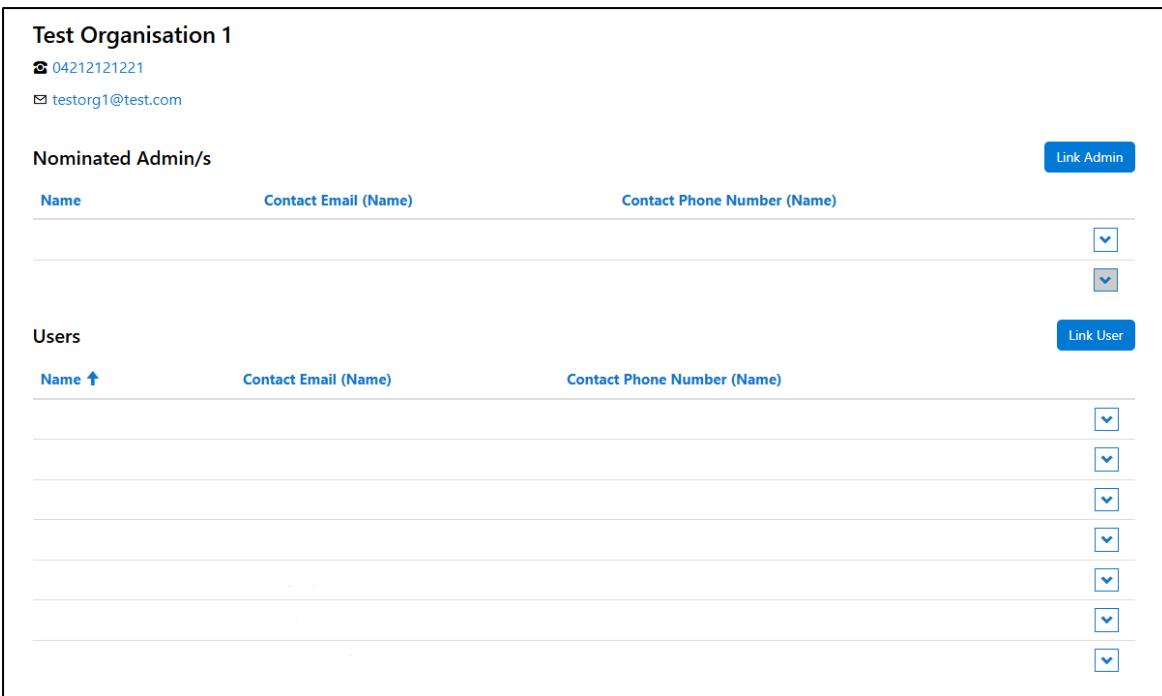
Please review your PCRP users and document any changes and/or removal of any users who no longer require access to the system. The Primary Care Reporting Portal (PCRP) is responsible for the onboarding and maintenance of all users for the organisation, who will have access to the data summary reports from WAPHA. Two nominated administrators are available per organisation in the PCRP and it is encouraged that a new administrator is identified and set up in the PCRP prior to a current administrator leaving the practice. The nominated administrator will be responsible for ensuring all organisational user details and correct and up to date.

Add User **Remove Access** **Update Profile**

Add Organisation **Practice Permissions**

A list of linked Practices will be displayed that you have access to as a nominated administrator. Select the appropriate one that you want to link a user to.

A list of nominated administrators and Users will be displayed that are already linked to the practice.



Test Organisation 1

0421212221
testorg1@test.com

Nominated Admin/s

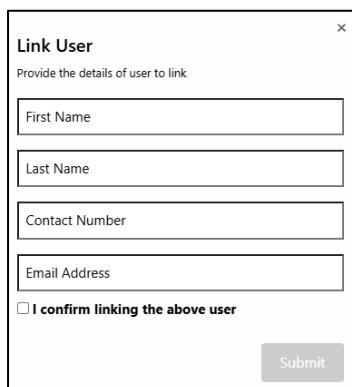
Name	Contact Email (Name)	Contact Phone Number (Name)	Link Admin
			<input type="checkbox"/>
			<input type="checkbox"/>

Users

Name ↑	Contact Email (Name)	Contact Phone Number (Name)	Link User
			<input type="checkbox"/>

Link User

Select '**Link User**' and enter the email address of the user you wish to link to the practice and click '**Submit**'. A message should be displayed stating if successful or if there is an issue. The user should receive an email stating that they have been linked to the practice.



Link User
Provide the details of user to link

First Name
Last Name
Contact Number
Email Address

I confirm linking the above user

Submit

Link Admin

Once a user is linked to the practice, you can link them as a nominated administrator if you would like them to share the responsibility for the onboarding and maintenance of all users for the practice.

Note: *There must always be at least one nominated administrator in place. It is recommended that two nominated administrators are in place.*

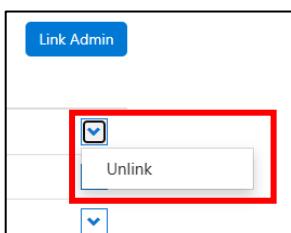
To complete this, select '**Link Admin**' and enter the details of the user you wish to link as a new administrator for the practice. A message should be displayed stating if successful or if there is an issue. The user should receive an email stating that they have been added as an administrator for the practice.

The request to link a nominated administrator to the practice will be sent to Practice Assist who will approve or decline the request as appropriate. The team may be in contact if required to confirm details.

Note: *Response time from Practice Assist is within 24hrs Monday to Friday and if further contact is needed, response time can vary.*

Unlink Admin

To unlink a nominated administrator from a practice, select the arrow next to their details and click '**Unlink**'. The user will now only have user access rights to the practice (i.e. report view only).



Link Admin

Unlink

Unlink User

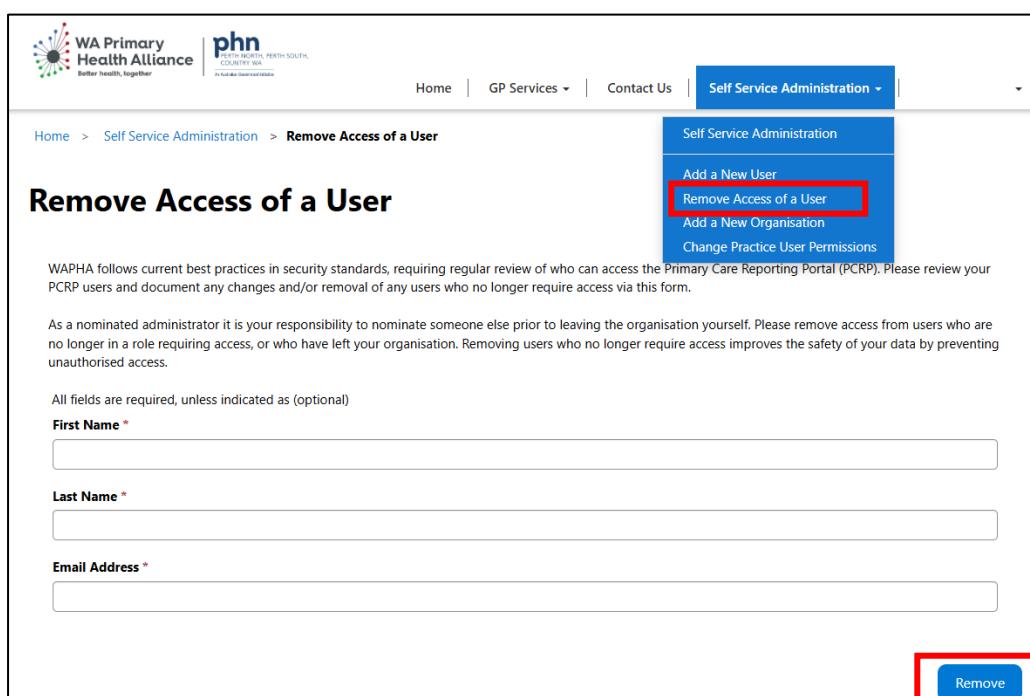
To unlink a user from a practice, select the arrow next to their details and click ‘Unlink’. The user should receive an email stating that they have been unlinked from the practice.



Remove Access of a user

To remove all practices linked to a PCRP user, select the short cut button on the Self Service Administration page or by selecting ‘Remove Access of a User’ from the ‘Self Service Administration’ drop down menu. **Note:** This will remove access to all practices this user has access to in PCRP. To just unlink from a specific practice, follow the instructions above to unlink a user.

Complete the details as requested for the user that you would like to remove all linked connections and click ‘Remove’. A pop-up window should appear asking “Are you sure you want to remove access of this user”, click yes in which a message should display stating that the user access has been removed. If you receive the message ‘Invalid information – No active linked practice found for the user’ that means that no connections are currently in place for the user therefore no action is required.



WA Primary Health Alliance | phn PERTH NORTH, PERTH SOUTH, COUNTRY WA An Australian Government Initiative

Home | GP Services | Contact Us | **Self Service Administration**

Home > Self Service Administration > Remove Access of a User

Remove Access of a User

WAPHA follows current best practices in security standards, requiring regular review of who can access the Primary Care Reporting Portal (PCRP). Please review your PCRP users and document any changes and/or removal of any users who no longer require access via this form.

As a nominated administrator it is your responsibility to nominate someone else prior to leaving the organisation yourself. Please remove access from users who are no longer in a role requiring access, or who have left your organisation. Removing users who no longer require access improves the safety of your data by preventing unauthorised access.

All fields are required, unless indicated as (optional)

First Name *

Last Name *

Email Address *

Remove

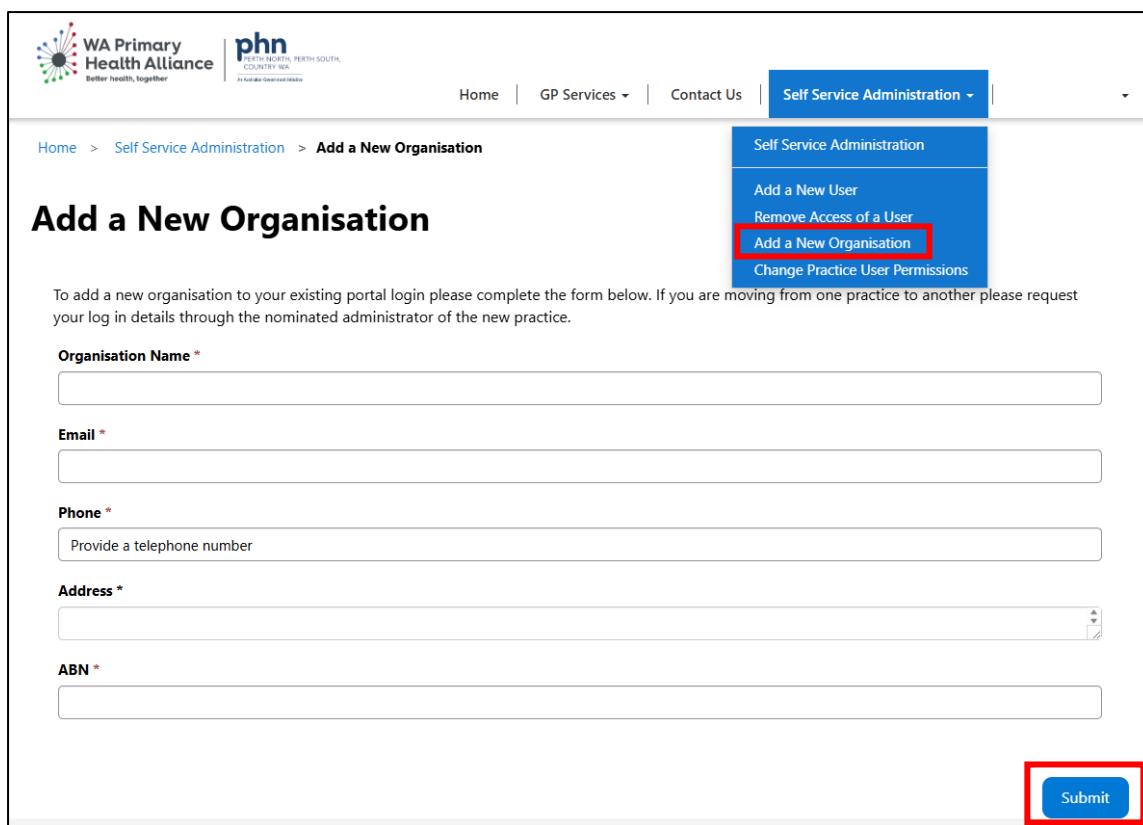
General Practice PCRP User Manual

September 2025

Add a New Organisation

To add a new organisation or practice to your existing PCRP user, select the short cut button on the Self Service Administration page or by selecting '**Add a New Organisation**' from the '**Self Service Administration**' drop down menu.

Complete the details as requested and click '**Submit**'.



WA Primary Health Alliance | phn PERTH NORTH, PERTH SOUTH, COUNTRY WA An Australian Government Initiative

Home | GP Services | Contact Us | **Self Service Administration** |

Home > Self Service Administration > Add a New Organisation

Add a New Organisation

To add a new organisation to your existing portal login please complete the form below. If you are moving from one practice to another please request your log in details through the nominated administrator of the new practice.

Organisation Name *

Email *

Phone *
 Provide a telephone number

Address *

ABN *

Submit

The request to add a new organisation will be sent to Practice Assist who will approve or decline the request as appropriate. The team may be in contact if required to confirm details.

Note: Response time from Practice Assist is within 24hrs Monday to Friday and if further contact is needed, response time can vary.

Support

For further support with the Primary Care Reporting Portal please contact Practice Assist via 08 6278 7900 or practiceassist@wapha.org.au.