

ENDING A CCS ROLE

When a user leaves, it is important to end the CCS Personnel Role. There are different processes depending on which role they have.

- Management or Control
- Operational and Contact

Summary

End CCS Personnel Role – Management and Control

1. Click on the settings cog
2. Select CCS provider
3. Select Personnel Tab
4. Find the User and click edit
 - a. Select an authorised person
 - b. Select end date
5. Click submit

End CCS Personnel Role – Operational/Contact

1. Click on the settings cog
2. Select user/personnel
3. Find the User and click edit
4. Click on the CCS personnel roles tab
5. Click edit on the role
 - c. Select an authorised person
 - d. Select end date
6. Click submit

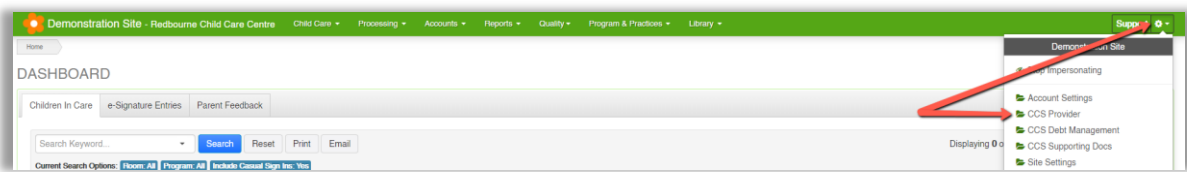
ENDING A CCS ROLE

Detailed

Management or Control Role

This role can only be ended within your CCS provider Profile.

Click on the Settings Cog button
Select CCS Provider

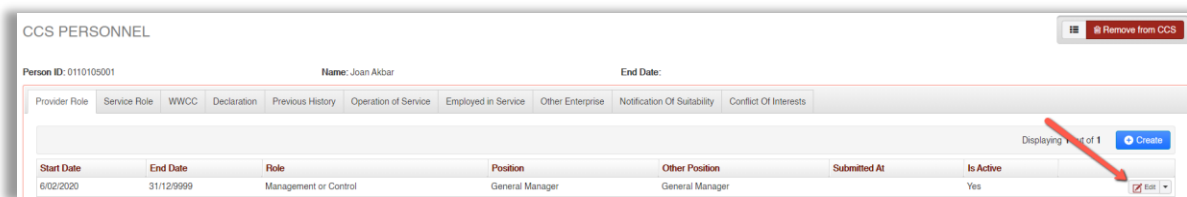


Select Personnel tab

Find the user/role and select Edit button for the required person:



Again, the role will display so click edit again:



Now, enter the end date:

Detailed cont.

Edit Provider Personnel

Personnel: Joan Akbar

PRODA ID (RA Number) CCS Personnel Id Phone Email

Provider Role

Role: Management Or Control Position: General Manager

Start Date: 6/02/2020 End Date: 31/12/9999 Authorised By:

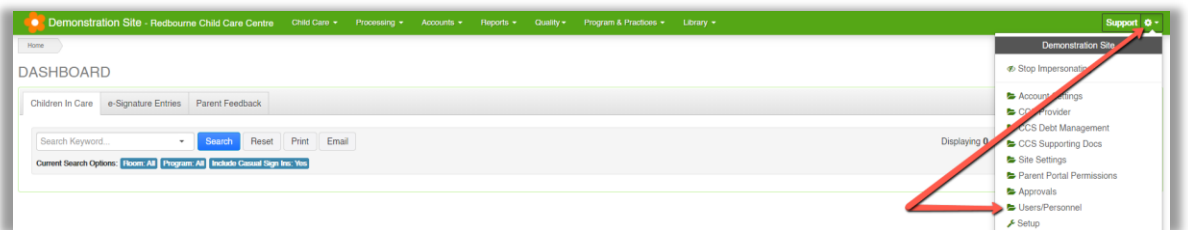
Click on Submit.

NOTE: If you want to remove a management and control DO NOT do this until a new management and control person has been created and queried successfully in your software. If you are unsure of the process, please contact the Support Desk.

Operational and Service Contact Roles

The role for a operational and service contact user is ended via their user record.

Click the settings cog and select Users/Personnel:



Find the user and click Edit:

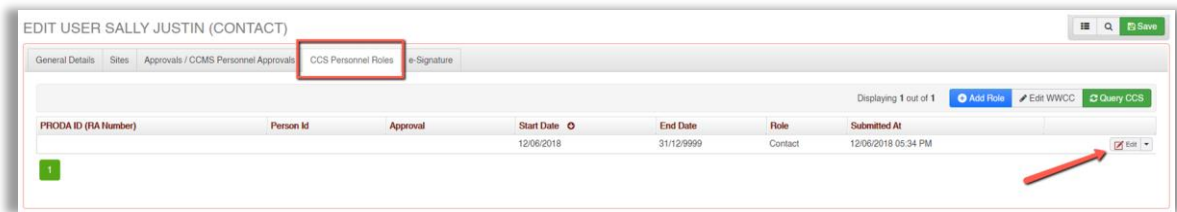
USERS Create New Contact

Keywords Search Displaying 17 out of 17

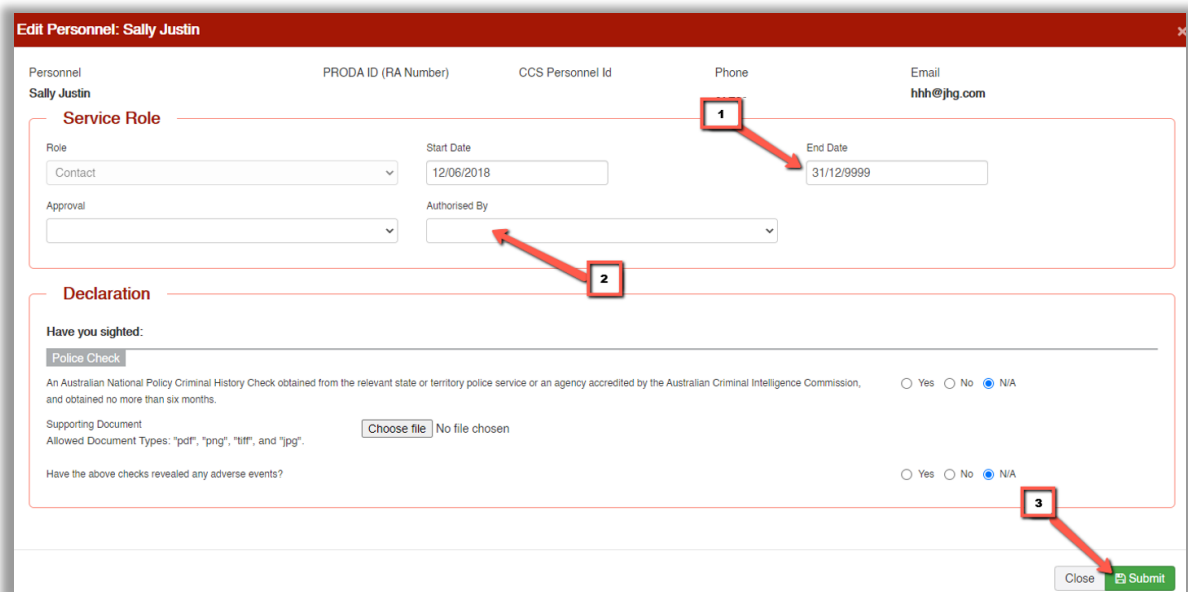
Name	Email	Is User	Locked Out	Is Personnel	Actions
Ablett Blundie	emilyf@redbourne.com.au	Yes	No	No	Edit View
Andrew Simons	taliew@redbourne.com.au	Yes	No	No	Edit View
Childcare Test	support@childcarecentral.com.au	Yes	No	No	Edit View
David Pierson	davidp@redbourne.com.au	Yes	No	No	Edit View
Demo Personnel	support@childcarecentral.com.au	No	No	No	Edit View
Elle Hopkin	support@childcarecentral.com.au	Yes	Yes	Yes	Edit View

Click on the CCS Personnel Roles tab then click Edit on the role displaying.

Detailed cont.



Select an end date, authorised person and click on submit.



When the system queries overnight the role will be removed from the CCS Personnel Tab.

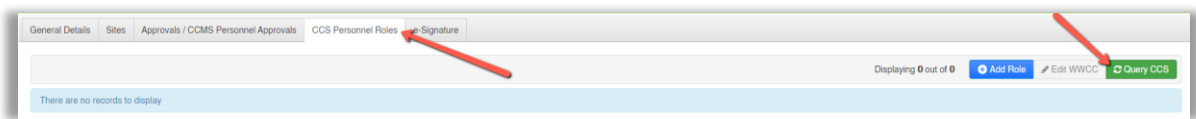
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Troubleshooting

Issue: I am end dating a CCS role and I'm getting an error saying the role doesn't exist.

Resolution: This means that the role has already been ended elsewhere.

Click on the Query CCS button:



Select the authorised person and click on query.

The role will then be removed.