



# PROVIDER PORTAL

## Provider Portal – User Guide

Version 1.00 12 February 2020

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# 1. Introduction

## Intended Audience

This guide is for Provider Location Managers using the Provider Assessment & Market Management Solution to receive and respond to Assessments of their Service Provision.

## About This Guide

This guide describes the functionality which is available to Provider Managers within the Provider Portal.

## What is PAMMS?

PAMMS (Provider Assessment and Market Management Solution) is an eco-system for quality care. It was initially developed with ADASS East Region to replace manual monitoring systems and enable market intelligence, quality and financial data to be brought together in one real-time place. Available in modules, you can mix-and-match the features your council or CCG needs to enable safe, high quality care that meets the needs of local people. Solution functionality is delivered via multiple distinct, yet closely related, component parts.



1. **Assessor Applications** – Online Quality Assurance applications used by Assessors to manage Provider details and to enable the creation, delivery, and management of Provider Assessments and Provider Returns. Provider assessments are automatically rated according to the rating algorithm configured within the application and published to the Assessment Portal.
2. **Provider Portal** – A web-based platform via which completed assessment reports are made available to members of the public (in summary form). Following authentication, Provider organisations can view full details of their Provider Returns and Quality Assessment reports via the Provider Portal. They can then work with their Assessor to create, agree, and deliver action plans to address any areas of improvement identified during the assessment processes, empowering them to increase their CQC ratings.
3. **Reporting, Analytics and Risk Management** – A set of predefined reports and dashboards that provide managers with the ability to view comparative Provider-focused analyses and risk assessments across participating local authorities. Reports provide the ability to drill-down from an aggregated view into the underlying data. An ad-hoc querying capability is also provided that allows the solution data to be interrogated to provide answers to tactical questions as they arise, reducing the disruption and upheaval caused to care users in the event of failing services.
4. **Care Package Management** – A Care Package commissioning system which provides the information and infrastructure to insightfully purchase and manage care provision packages from Providers.



## Glossary of Abbreviations

Abbreviation	Term
PAMMS	Provider Assessment & Market Management Solution

Regional Administrator	Regional PAMMS Administrator (for all Local Authorities in the Region)
CQC	Care Quality Commission
Provider	Agency, Care Provider, Service Provider
Provider Manager	Main Provider contact for an Assessment, responsible for reviewing Assessments and delivering an Action Plan
Provider Staff	Members of staff who are added as contacts in the Provider Details of the assessment. They will receive access to the Provider Portal when the Assessment is published
Assessor	Person responsible for delivering a Care Assessment
Locality Administrator	PAMMS Administrator for a Location where Assessments take place in. Responsible for creating and removing new User Accounts and applying access permissions
ADASS	Association of Directors of Adult Social Services

## Conventions

Convention	Explanation
	Highlight activity on the screen
	Highlight linked functionality on the screen
<ol style="list-style-type: none"> <li>1. First do <b>Command</b></li> <li>2. Then do <b>Option</b> if</li> </ol>	Numerically Ordered procedures or descriptions which include screen Commands or Options

	Procedural Steps highlighted on screen
<b>Commands</b> or <b>Options</b>	Commands, Labels or Options
	Important Information

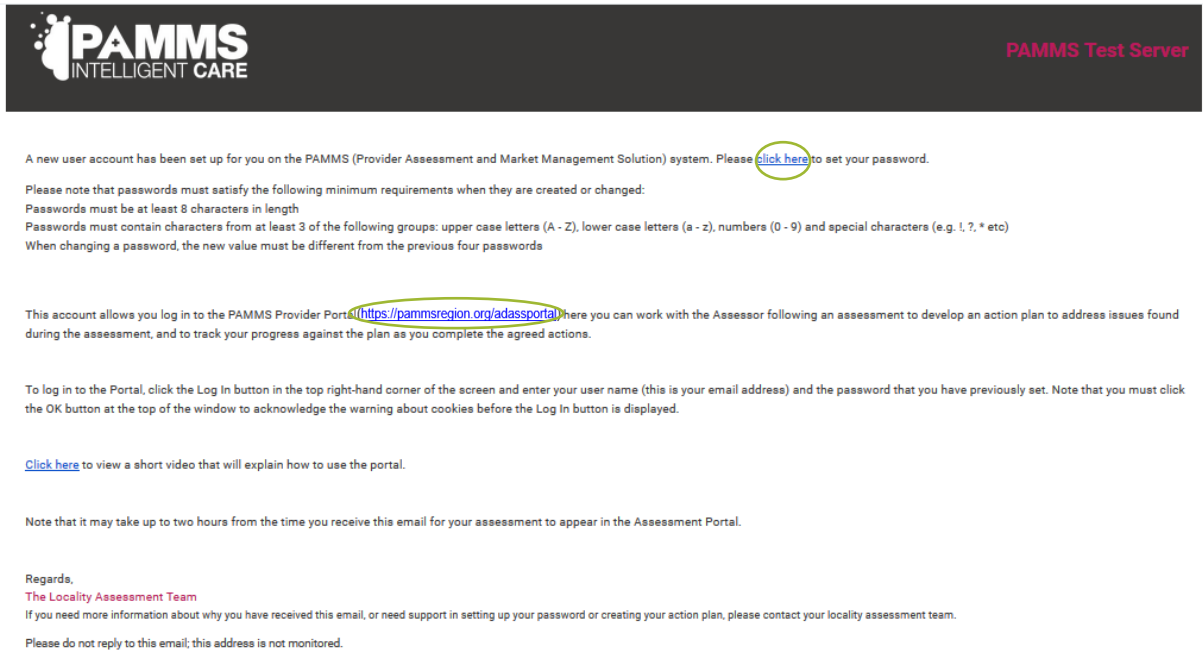
## New to this Release

Current Release 2019.3.0.

## Related Documentation

## 2. Accessing the Provider Portal

When your user account is added as a contact for your organisation, an email will be sent to you from [admin@pamms.org.uk](mailto:admin@pamms.org.uk) containing a [click here](#) link to a page where you can create a password to access the Provider Portal.



**PAMMS**  
INTELLIGENT CARE

PAMMS Test Server

A new user account has been set up for you on the PAMMS (Provider Assessment and Market Management Solution) system. Please [click here](#) to set your password.

Please note that passwords must satisfy the following minimum requirements when they are created or changed:

- Passwords must be at least 8 characters in length
- Passwords must contain characters from at least 3 of the following groups: upper case letters (A - Z), lower case letters (a - z), numbers (0 - 9) and special characters (e.g. !, ?, \* etc)
- When changing a password, the new value must be different from the previous four passwords

This account allows you log in to the PAMMS Provider Portal (<https://pammsregion.org/adassportal>) where you can work with the Assessor following an assessment to develop an action plan to address issues found during the assessment, and to track your progress against the plan as you complete the agreed actions.

To log in to the Portal, click the Log In button in the top right-hand corner of the screen and enter your user name (this is your email address) and the password that you have previously set. Note that you must click the OK button at the top of the window to acknowledge the warning about cookies before the Log In button is displayed.

[Click here](#) to view a short video that will explain how to use the portal.





Note that it may take up to two hours from the time you receive this email for your assessment to appear in the Assessment Portal.

Regards,  
The Locality Assessment Team

If you need more information about why you have received this email, or need support in setting up your password or creating your action plan, please contact your locality assessment team.

Please do not reply to this email; this address is not monitored.

Create your password. The rules for creating a password are contained within the email. Your password must contain at least eight characters and three of the following:

-  an upper case letter
-  a lower case letter
-  a number
-  a special character such as & % ^ ~ {

Create your password. Repeat the password to ensure that you have typed it in correctly. Select **Set Password**.



**PAMMS**  
INTELLIGENT CARE

New Password  
.....

Confirm Password  
.....|

Set Password

Once you have created a password, the login page will be displayed. Enter your user name and password and click **Login**.



**PAMMS**  
INTELLIGENT CARE

Username  
lunalovejoy191@gmail.com

Password  
.....|

Login

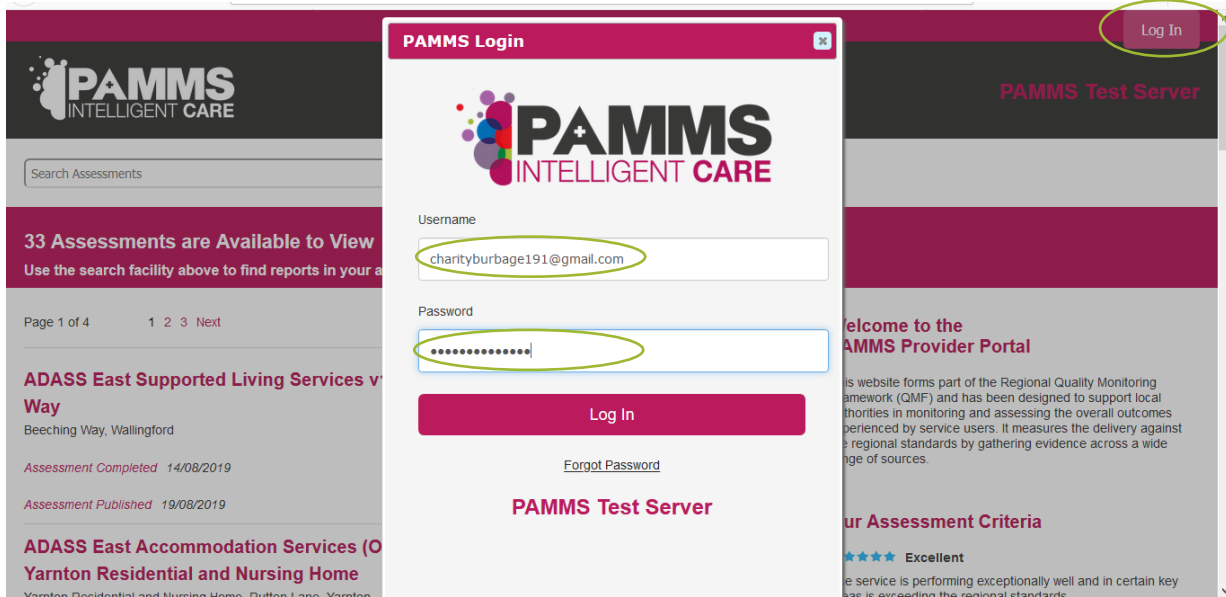
[Forgot Password](#)

**PAMMS Test Server**

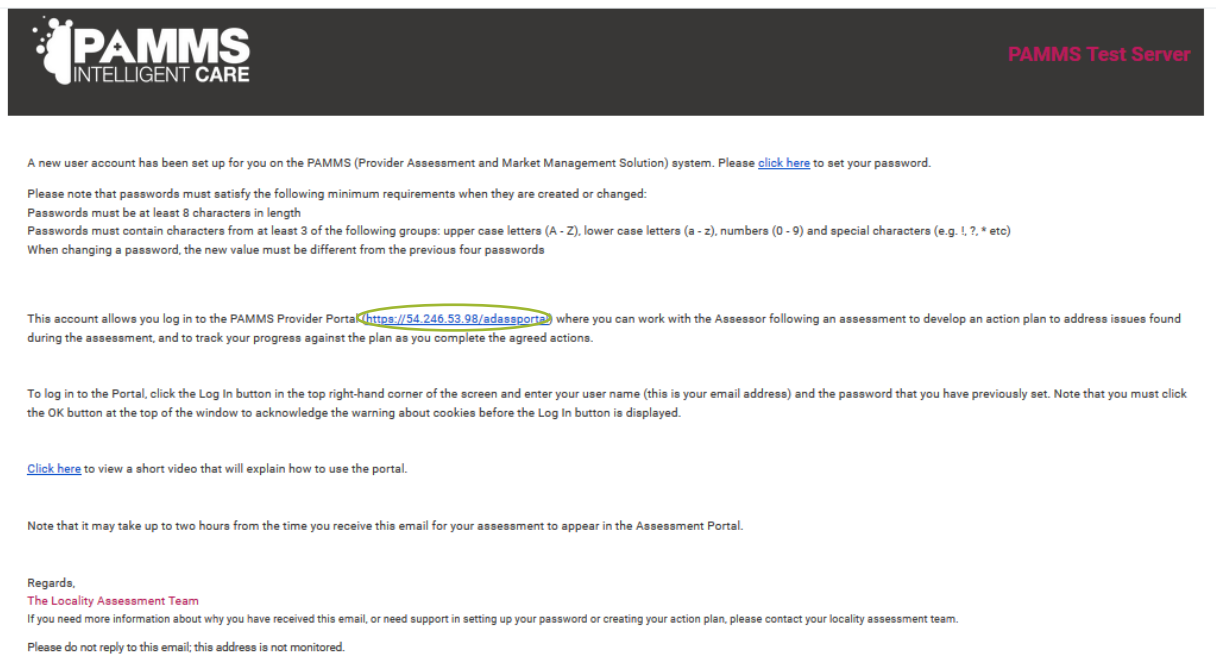
Once you have created your password, you will automatically be directed to the PAMMS Provider Portal website.

This is a public website which can be viewed by anyone with internet access. When you access the site, you will need to enter the private Provider area of the portal, select the **Login**

button. **Your user name will be the email address that received the notification email.** Enter your **Email address** in the Username area and enter your **Password**.

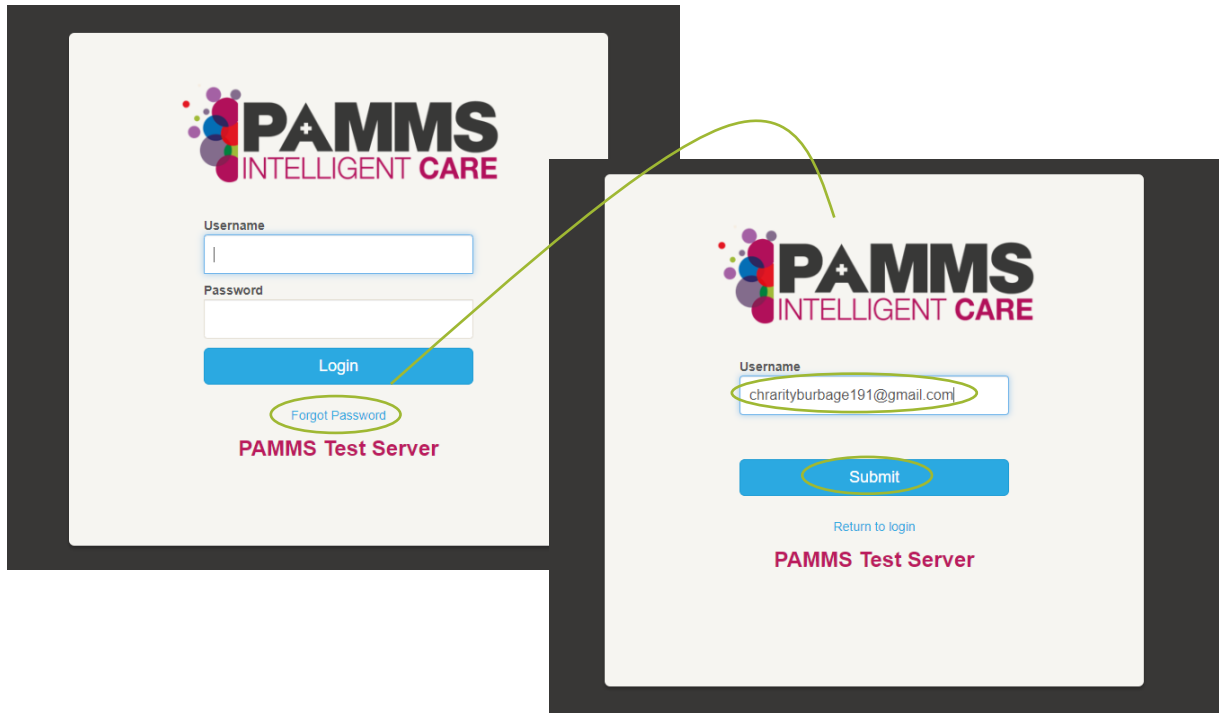


To access the Provider Portal again, go to the [www.blah](http://www.blah) website. A link to the website is included in your new account email.



If you forget your password, go to the website and select the **Forgot Password** link. Enter your email address and select **Submit**.





A new message will be sent to your email account containing a link to set up a password.

### 3.Home

The **Home** page is organised into three columns:

1. **PAMMS Resources** – provides links to User Guides, videos and useful links
2. **News and Announcements** – provides local and regional information regarding events, news articles and changes in policies and procedures
3. **Your PAMMS Actions** – lists any outstanding actions from your PAMMS QA Assessment and any Provider Returns to be completed

Click your mouse and drag the column borders to the left or right to expand or contract a column's width.

The screenshot shows the PAMMS Home page interface. At the top, there is a navigation bar with links for Home, Assessments, Provider Returns, and Documents. The user is logged in as charityburbage191@gmail.com (Provider) and can click Log Out. The PAMMS logo is displayed on the left, and 'PAMMS Test Server' is on the right. Below the navigation bar, the page is divided into three columns:

- Column 1: PAMMS Resources** (marked with a '1' in a green circle). It features the heading 'Help Guides for Care Providers' and a prompt 'Select a product or feature option below'. There are four buttons: 'Assessments & Action Planning Help', 'Provider Returns Help Guide', 'Document Management Help Guide', and 'Support Options for Providers'.
- Column 2: News and Announcements** (marked with a '2' in a green circle). It has a sub-heading 'North East Region' and 'Local Council News'. Below this, there are two bullet points: 'Gateshead' and 'Stockton-on-Tees'.
- Column 3: Your PAMMS Actions** (marked with a '3' in a green circle). It contains a list of actions with dates and descriptions, each with a red 'x' icon for marking as complete. The actions include: '04/11/2019 Action Plan for Light Touch South East Community Services (LD) v19.4 conducted at Caremark (West Oxfordshire & Cherwell) Ready', '04/11/2019 A new assessment has been published: Light Touch South East Community Services (LD) v19.4 for Caremark (West Oxfordshire & Cherwell)', '04/11/2019 Your assessment is complete, please review: Light Touch South East Community Services (LD) v19.4', '02/11/2019 A new assessment has been published: Light Touch South East Accommodation Services (LD) v19.4 for Caremark (West Oxfordshire & Cherwell)', '01/11/2019 Your assessment is complete, please review: Light Touch South East Accommodation Services (LD) v19.4', '01/11/2019 Document due to expire: HAS Logo.png', and '30/10/2019 New provider return to be completed: Test Form 1'. A 'Clear' link is at the top right of the list.

## 4. PAMMS QA Assessments

In the Assessments area you can view the latest PAMMS Quality Assurance Assessments for Providers in your Region. A guide to **Our Assessment Criteria** is shown in the left-hand panel of the screen. A high level summary is displayed for each Assessment showing:






1. **Title** of the QA Assessment completed
2. **Name** and **Location** of the Provider
3. PAMMS **Overall Rating** scored by the Provider on the Assessment
4. **Assessment Completed** date
5. **Assessment Published** date

The screenshot shows the PAMMS Provider Portal interface. At the top, there are navigation links: Home, Assessments, Provider Returns, Documents. The user is logged in as 'charityburbage191@gmail.com (Provider)' and can click 'Log Out'. The PAMMS logo 'INTELLIGENT CARE' is visible. A search bar for 'Search Assessments' is present. A banner indicates '20 Assessments are Available to View'. Below this, a list of assessments is shown with callouts 1-5 corresponding to the list items above. Callout 1 points to the title 'ADASS East Accommodation Services (Older Adults) v18.1 for Richmond Village Letcombe Regis'. Callout 2 points to the provider name 'Richmond Village Letcombe Regis, South Street'. Callout 3 points to the overall rating 'GOOD'. Callout 4 points to the 'Assessment Completed' date '17/06/2019'. Callout 5 points to the 'Assessment Published' date '08/07/2019'. The sidebar on the right contains a 'Welcome to the PAMMS Provider Portal' message and a section titled 'Our Assessment Criteria' with five levels: Excellent (5 stars), Good (4 stars), Requires Improvement (3 stars), and Poor (1 star).

If an **Action Plan** has been completed satisfactorily by the Provider, this will be stated at the end of the summary.

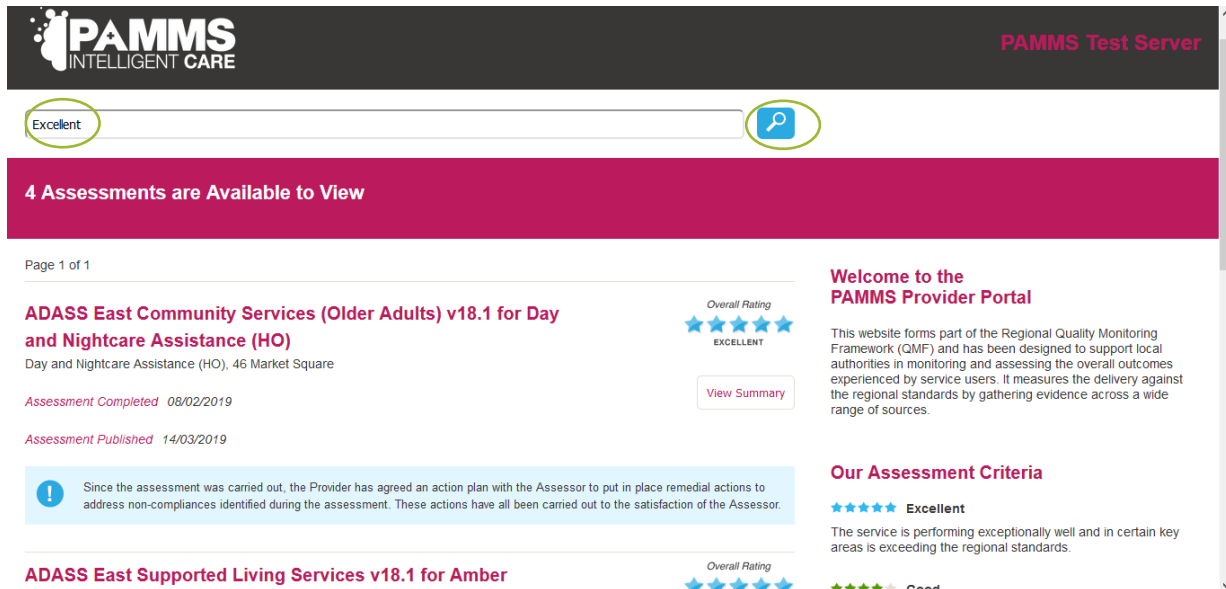
The screenshot shows a detailed assessment summary for 'ADASS East Community Services (Older Adults) v18.1 for Oasis Private Care Limited'. The provider is 'Oasis Private Care Limited, 85 Hanney Road, Steventon'. The overall rating is 'GOOD' (4 stars). The assessment was completed on 12/03/2019 and published on 24/04/2019. A 'View Summary' button is present. A callout box with an exclamation mark icon contains the text: 'Since the assessment was carried out, the Provider has agreed an action plan with the Assessor to put in place remedial actions to address non-compliances identified during the assessment. These actions have all been carried out to the satisfaction of the Assessor.'

You can use the search facility to filter the assessments by typing in *one* of the following and selecting the **Search** icon:

-  **Provider Name** – enter part of a Provider’s ame
-  **Provider Address** – enter part of an address such as the town or city (full words may be required)
-  **Provider Ratings** – Excellent, Good, Requires Improvement or Poor
-  **Assessment Name** – enter part of the assessment name (full words may be required)
-  **Assessment Version Number** – include the **v** prefix in the search term, for example **v18.1**

Search terms may not be combined. Delete a term from the Search box before adding another search.

Select **View Summary** to see a more detailed view of the Assessment.



The screenshot shows the PAMMS Provider Portal interface. At the top, there is a search bar containing the word "Excellent" and a search icon. Below the search bar, a banner indicates "4 Assessments are Available to View". The main content area displays the following information:

- Page 1 of 1**
- ADASS East Community Services (Older Adults) v18.1 for Day and Nightcare Assistance (HO)**
  - Day and Nightcare Assistance (HO), 46 Market Square
  - Assessment Completed 08/02/2019
  - Assessment Published 14/03/2019
  - Overall Rating: **EXCELLENT** (5 stars)
  - [View Summary](#)
- ADASS East Supported Living Services v18.1 for Amber**
  - Overall Rating: **Good** (4 stars)

Additional sections on the page include:

- Welcome to the PAMMS Provider Portal**: This website forms part of the Regional Quality Monitoring Framework (QMF) and has been designed to support local authorities in monitoring and assessing the overall outcomes experienced by service users. It measures the delivery against the regional standards by gathering evidence across a wide range of sources.
- Our Assessment Criteria**: **Excellent** (5 stars). The service is performing exceptionally well and in certain key areas is exceeding the regional standards.
- Notice**: Since the assessment was carried out, the Provider has agreed an action plan with the Assessor to put in place remedial actions to address non-compliances identified during the assessment. These actions have all been carried out to the satisfaction of the Assessor.

## Summary

The **Summary** screen displays the PAMMS QA Assessment Rating for each of the CQC **Domains** and **Standards**. The information can be exported by selecting the **PDF Version** option.

← Back to Results **Summary** Full Report Areas For Improvement Action Plan History

Overall Rating  
 GOOD

[PDF Version](#) [Assessment Ratings Criteria](#)

Assessment Completed 11/12/2018

**Domains**

1. Involvement and Information	Good	★★★★★
2. Personalised Care and Support	Good	★★★★★
3. Safeguarding and Safety	Good	★★★★★
4. Suitability of Staffing	Good	★★★★★
5. Quality of Management	Good	★★★★★

**Standards**

1. Respecting and Involving Service Users	Good	★★★★★
---	------	-------

**Address**  
Caremark (West Oxfordshire & Cherwell), 30A High Street

**Provider**  
Professional Home Care Limited

**Parent Company**  
Unspecified

**Services**  
• No services listed

## Full Report

**Full Report** displays the complete Assessment with questions and responses displayed according to the Domain Criteria shown on the right-hand side of the screen. Select a **Category** within a Domain area to view the assessment requirements and findings in that area. The full Assessment can be exported by selecting the **PDF Version** option.

← Back to Results Summary **Full Report** Areas For Improvement Action Plan History

Overall Rating  
 EXCELLENT

[PDF Version](#) [Assessment Ratings Criteria](#)

**Involvement and Information** Standard Rating  
Good  
★★★★★

**Consent**

**A03** Care plans evidence that appropriate capacity assessments have been carried out and reviewed regularly, best interest decision making documented and that any advanced decisions are both recorded and followed in line with the MCA and that any restrictions are taken into account in line with DoLS when providing care and support. Care plans contain the date of the expiry of any authorised DoLS. POA is clearly documented and evidenced across the care plan where relevant.

**Good**  
★★★★★

**What We Found**

- DANA currently has no service users that have had a Mental Capacity Assessment or are subject to DOLS, though DANA has just raised a Safeguarding concern for a service user whose partner was restraining her. Discussion with carers showed that they had a good understanding of the Mental Capacity Act, DOLS and when and how to raise safeguarding concerns.

**1. Involvement and Information**

Respecting and Involving Service Users

**Consent**

**2. Personalised Care and Support**

Care and Welfare of Service Users

Co-operating with other Providers

**3. Safeguarding and Safety**

Safeguarding People who use the Service from Abuse

## Areas For Improvement

Any criteria that received a rating of Requires Improvement or Poor are displayed in the **Areas For Improvement** section. Select an Assessment area from the list in the right-hand area of the screen to view the assessor’s comments.

← Back to Results Summary Full Report **Areas For Improvement** Action Plan History

**Care Worker Knowledge & Understanding**

The list below contains questions which were scored as 'requires improvement' or 'poor' during the assessment and will form the basis of the action plan which will address these points.

**C16 Staff feel listened to and have the opportunity to raise issues and ideas through organised meetings, their views are taken into account and feedback provided.** *Requires Improvement* ★★☆☆☆

**What We Found**

- Staff are given adequate notice of staff meetings and they are encouraged to add agenda item in advance. Staff confirm that management are approachable, and their concerns and views have been listened to. But feedback is not always forthcoming. There is evidence that staff meetings are not held regularly. A record of staff meeting has no date. It is recommended feedback is given to staff in writing when issues and concerns have been raised.

Service User Experience  
**Care Worker Knowledge & Understanding**  
 Staff Training & Recruitment  
 Leadership, Quality Assurance & Management

## Action Plan

You will need to agree a plan of action with the Assessor to deal with all areas that Require Improvement. This can be viewed in the **Action Plan** area, with the Provider's Response displayed in the right-hand column, see the Provider's Guide to Action Planning video for further information. The full Action Plan can be exported by selecting the **PDF Version** option.

← Back to Results Summary Full Report Areas For Improvement **Action Plan** History

**Action Plan**  
 Status: Awaiting Approval

PDF Version

Target Completion Date: 14/07/2019

**A14 If required as part of the service to the individual the care and support plans should evidence details of support to access any specialist services that are required as well as a clear record of any guidance.** *Requires Improvement* ★★☆☆☆

**What We Found**

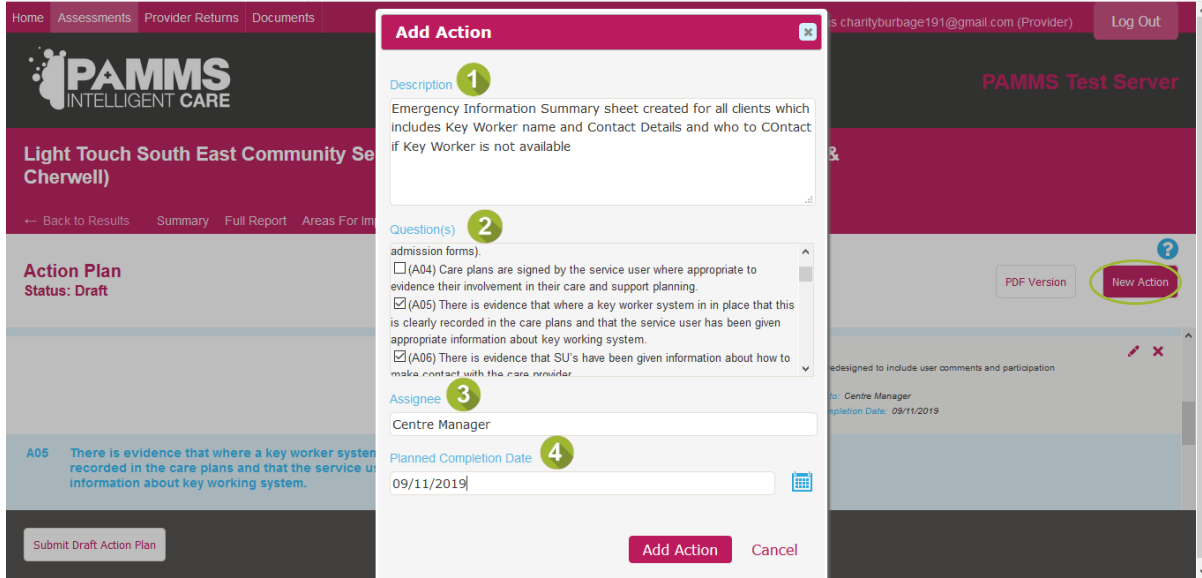
- Evidence was observed of SU's being referred to specialist services as appropriate. It was noted that one SU's current care plan had not been produced on the new system and SALT guidance was in place following an assessment. Based on observations of care staff offering SU's choices of food options from the tea trolley, it was not evident that they had read the care plans or were aware of SALT guidance currently in place. It was not evident that SALT guidance was being followed for the correct use of drinking utensils as two SU's were seen to have thickened fluids in their rooms which were in beakers with lids on. This did not follow the guidance within one SALT assessment and the Home Manager stated that this would not be within the second SU's assessment. Both SU's were noted to use an open cup in the communal area. SALT guidance was also observed not to be followed where it was specified that SU's were to be supervised at all times. 10/05/19: The Home Manager

1. (A14) We would like to inform you that we have recently updated all the nutritional electronic care plans and where a SALT assessment or advice was in place the relevant information was reflected on the PCS as well. All our staff were informed regarding SALT advice for the intended residents and regarding the possibility to access via the PCS mobile devices the nutritional care plan where they can see this information (or directly on the "How Best to Support Me" section). A refresher training was organised in home by SALT on April 2019. Staff members were informed regarding their responsibilities in preparing adequately the fluids according SALT advice and regarding the way of how the thickened fluids should be offered (beakers without lids. . .). We would like to inform you that where external links were involved in the SU's care planning process, we have recorded all the relevant information

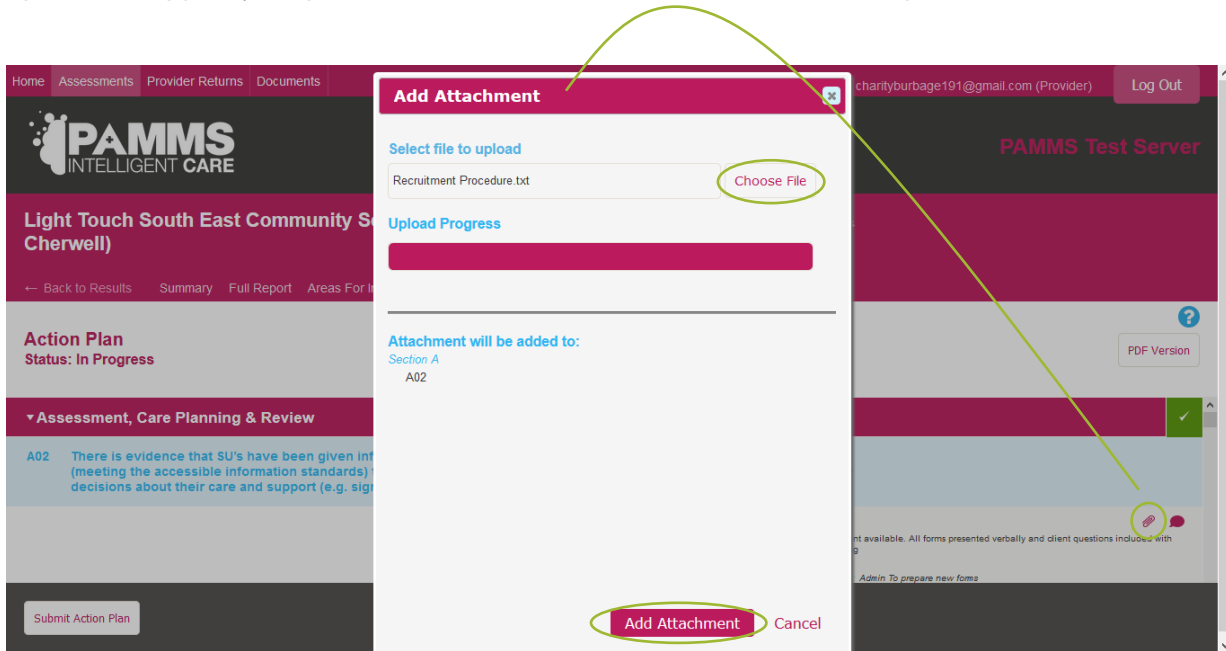
You will need to select **New Action** for each action you are adding to address the assessment areas requiring improvement:

1. Add a **Description**
2. Select all the **Questions** which the action addresses
3. Enter all the **Assignees** responsible for completing the action
4. Enter the **Planned Completion Date**

## Provider Portal – User Guide - PAMMS QA Assessments

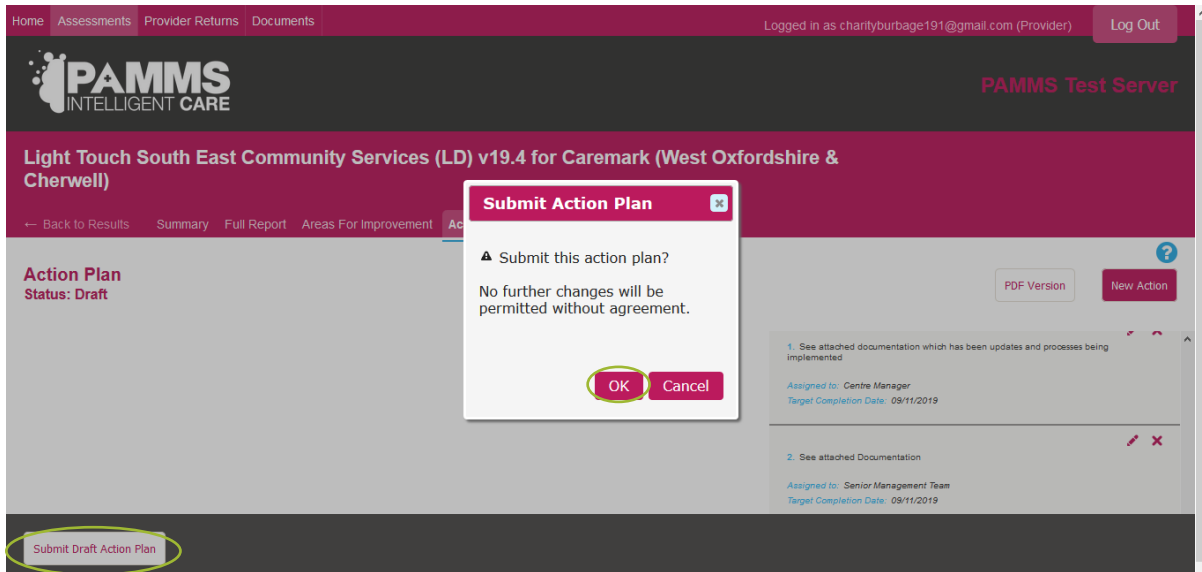


Select the **Attachment** icon and **Choose File** to navigate to documents you want to upload to support your planned item. Select **Add Attachment** to upload the file.

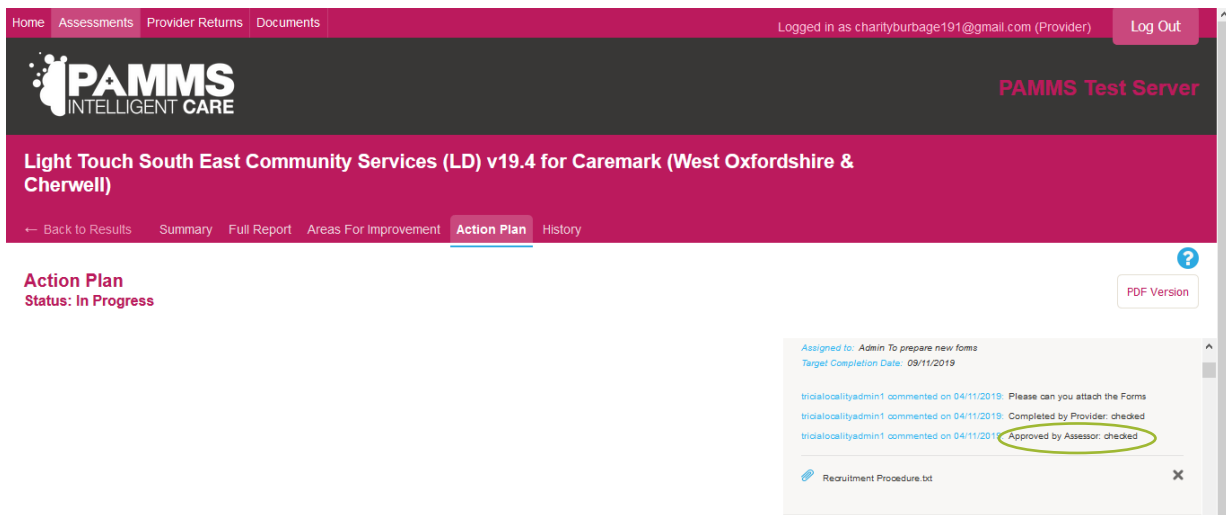


When you have assigned Actions to all the areas Requiring Improvements, you will be prompted to **Submit Action Plan**. Select **OK** if you are ready to submit the plan or return and select the option directly later.

Provider Portal – User Guide - PAMMS QA Assessments



You will be able to view further comments from the Assessor and see when elements of the plan become **Approved by Assessor**.



When the final plan is completed and approved, this will be added to the assessment record on the Portal (though the Overall Rating and Section Ratings will not change).

**ADASS East Community Services (Older Adults) v18.1 for Caremark (West Oxfordshire & Cherwell)**

Caremark (West Oxfordshire & Cherwell), 30A High Street

Assessment Completed 11/12/2018

Assessment Published 10/01/2019



[View Summary](#)

standards.

★★★★★ Requires Improvement

The service isn't performing as well as it should and has failed to meet the regional standards in some key areas.

★☆☆☆☆ Poor

The service is performing poorly and has failed to meet the regional standards in a number of key areas.

Since the assessment was carried out, the Provider has agreed an action plan with the Assessor to put in place remedial actions to address non-compliances identified during the assessment. These actions have all been carried out to the satisfaction of the Assessor.

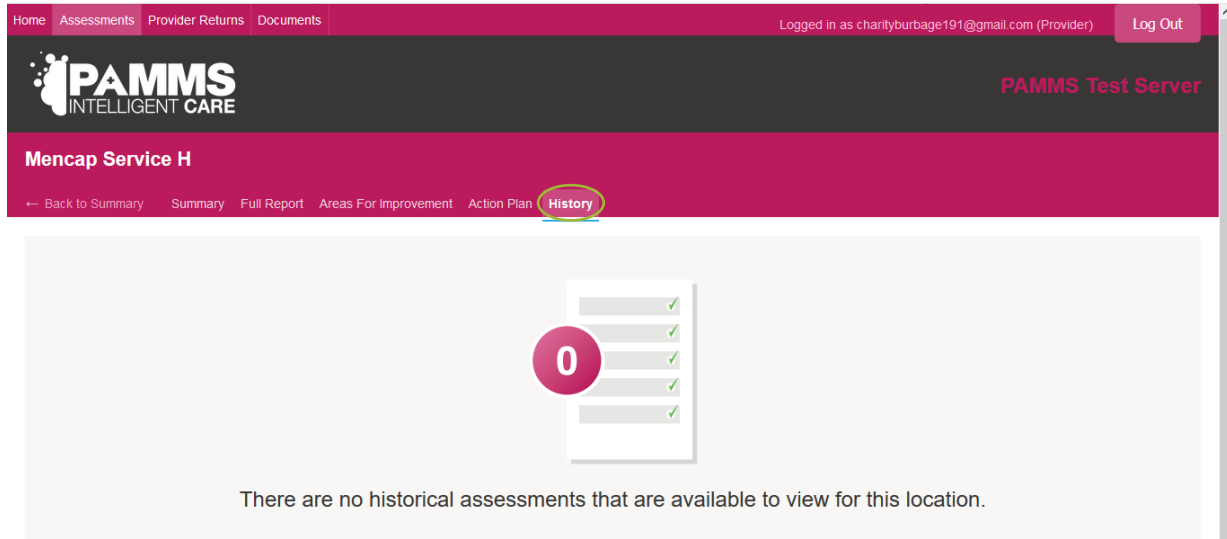
Page 1 of 1

Further Information on Creating an Action Plan is available on the Provider's Guide to Action Planning video.



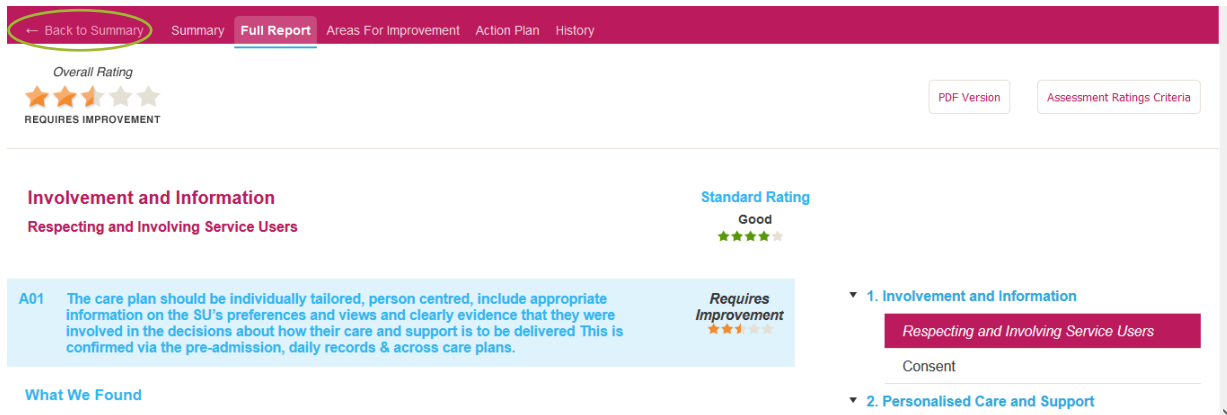
## History

Use the **History** screen to view any previous QA Assessments for the Provider (when they are superseded by newer assessments).



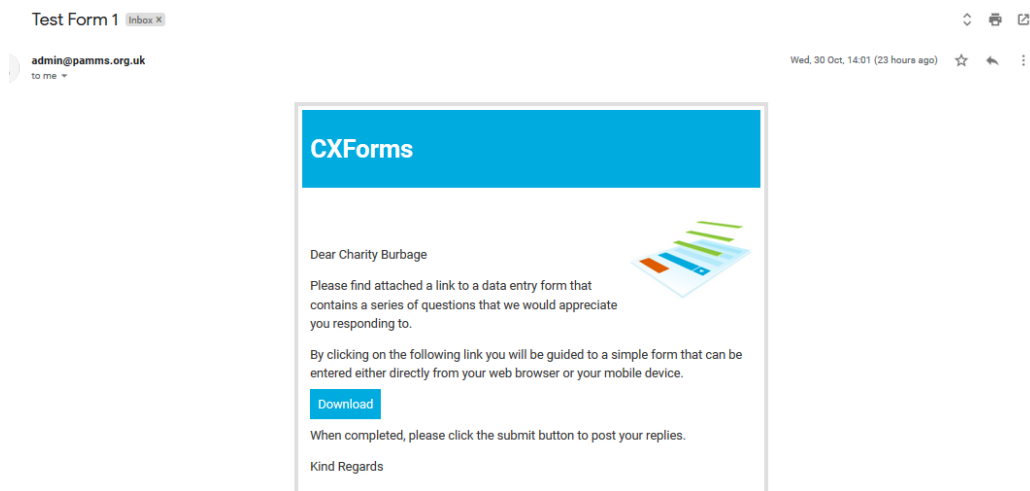
## Back to Summary

Always use **Back to Summary** to return to the list of QA Assessments. **Do not use** the Browser Back icon.

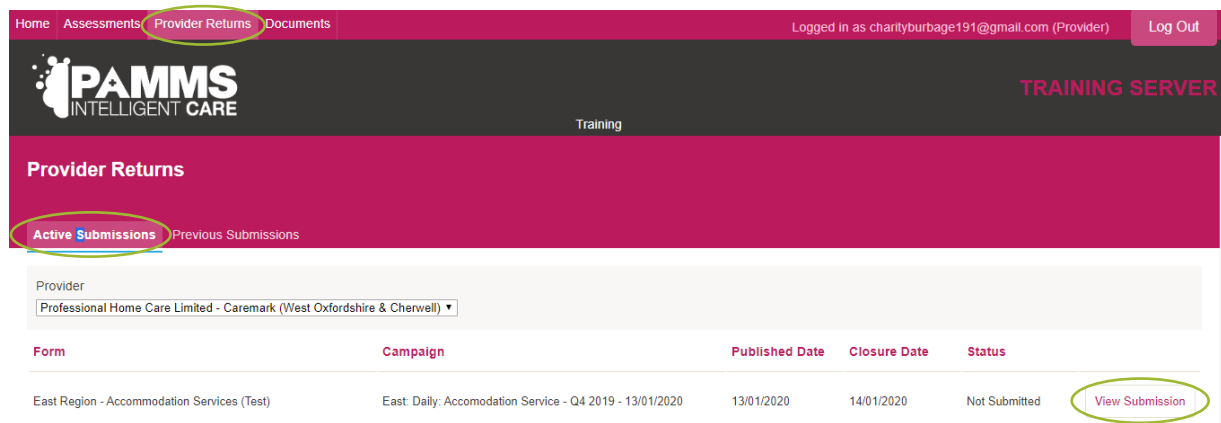


## 5. Provider Returns

When a new Provider Return campaign is due, you will receive an email from [admin@pamms.org.uk](mailto:admin@pamms.org.uk). Select **Download** to view the form.



The form will also be posted on the **Provider Returns** section of the Provider Portal, in the **Active Submissions** area. You can complete the Self-Assessment from the Download link in the email **or** by selecting the **View Submission** link within the Provider Portal.



Select **Print** to save the form in pdf format to print or select **Next** to progress through the form.

## Provider Portal – User Guide - Provider Returns

### Fire

1.11. Inspection Completed?

- Yes  
 No

1.11(a) Recommendations

None.

1.11(b) Target Completion Date:

### Environmental Health

1.12. Inspection Completed?

- Yes  
 No

1.12(a) Recommendations

None.

1.12(b) Target Completion Date:

### Staffing

1.13. Vacant hours by staff type

1.14. Number of joiners in period

1.15. Number of leavers in period

1.16. Has the registered manager changed during this period?

- Yes  
 No

1.13(a) Reason

Replace member of staff who has left and to cover additional contractual requirements.

1.16(a) If the answer to question "1.16" was "Yes" please provide details

Previous

Next

Print

You can close and return to a partially completed form. Any information entered will be retained as long as it is opened from the same location. You should continue to complete the form using the email link (or a local copy saved on your device) or, if you started to complete it on the Provider Portal, continue to amend it there.

Select **Submit** when you have completed the provider return.

**Step 6**  
Electronic Call Monitoring ...

### East Region ADASS | Periodic Data Returns

#### Electronic Call Monitoring

4.1. Number of complete visits recorded electronically (both in and out) in the past N months

4.2. Percentage of visits completed against commissioned visits

4.3. Number of manual changes / exceptions for home based care in the past N months

4.4. Number of visits where less than the number of care workers commissioned have provided care in the past N months

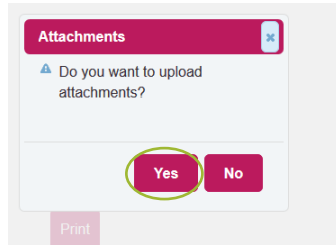
4.5. Number of visits in the past N months that were missed and no care was provided

Previous

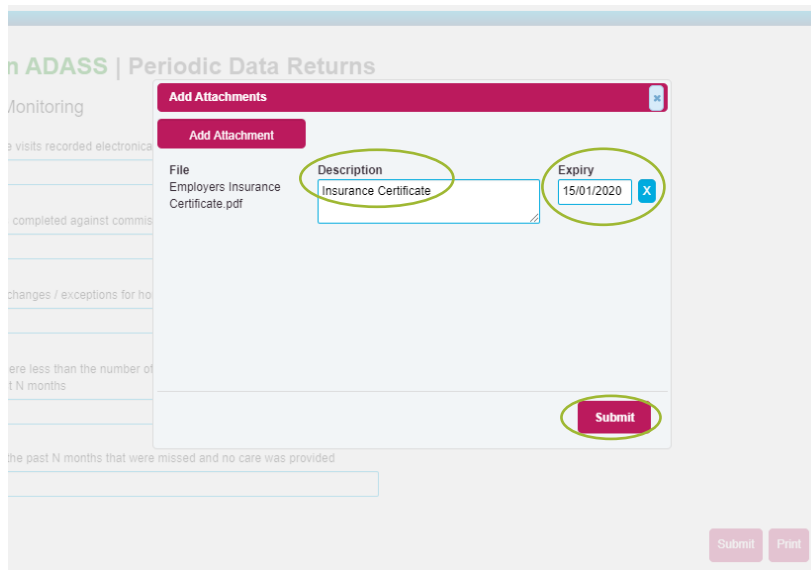
Submit Print

If additional documentation needs to be included with the submission, you will be given the option to add this. Select **Yes** if you have supporting documentation.

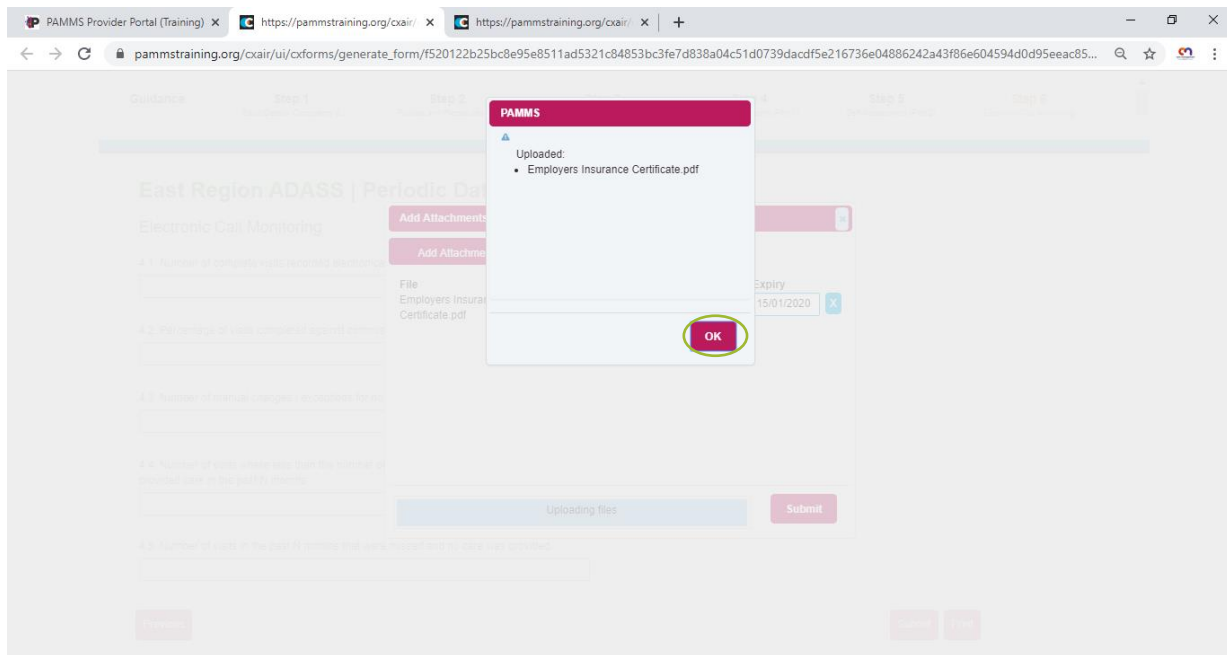
## Provider Portal – User Guide - Provider Returns



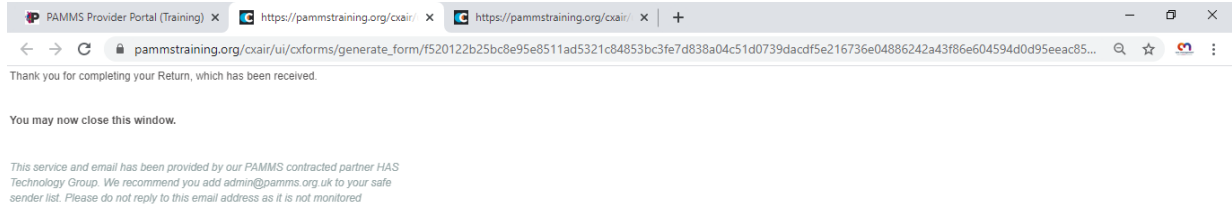
Select the file from your computer and add a short **Description**. Select an **Expiry** date. Select **Submit**. This file should be for information purposes only. Please note that you should only attach documents which are requested via the Provider Return questionnaire. If you wish to upload additional documentation to support your submission, you should upload it through [Documents](#).



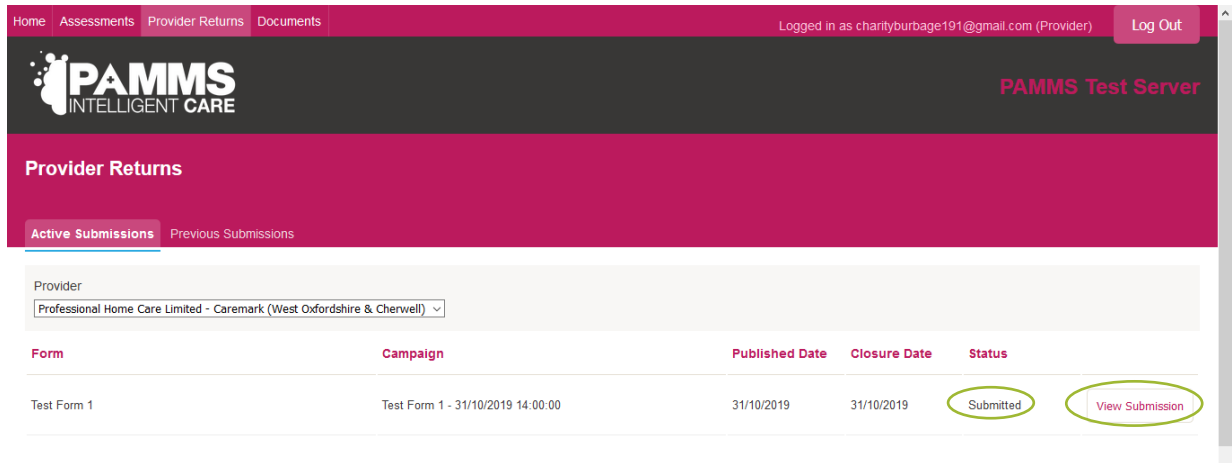
You will receive confirmation that your document has been uploaded successfully. Select **OK**.



You will receive confirmation that you Provider Return has been submitted successfully.

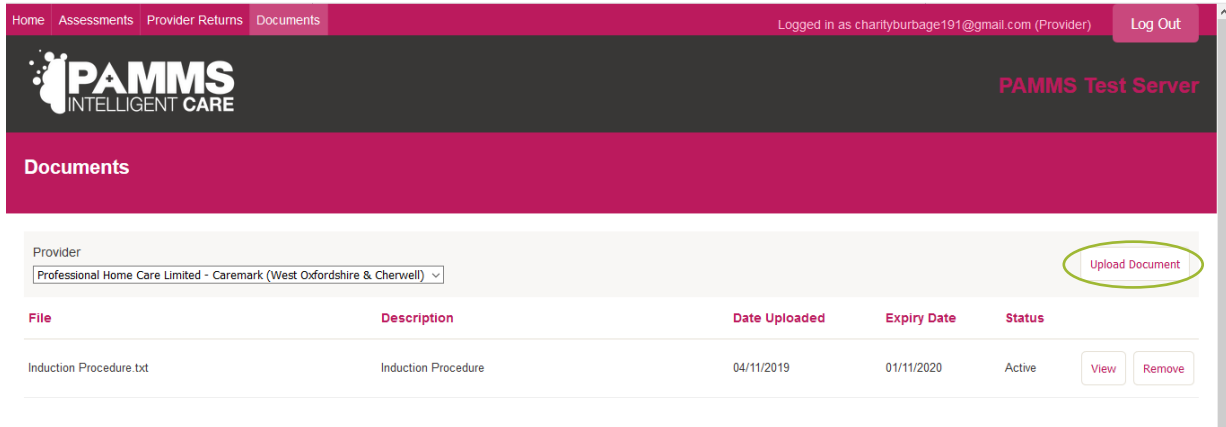


After a short delay, the status of the form will change to **Submitted**. Select **View Submitted** to view the Submission.



## 6. Documents

You can add documents to support your Provider Return self-assessment in the Documents area. Select **Upload Document**.

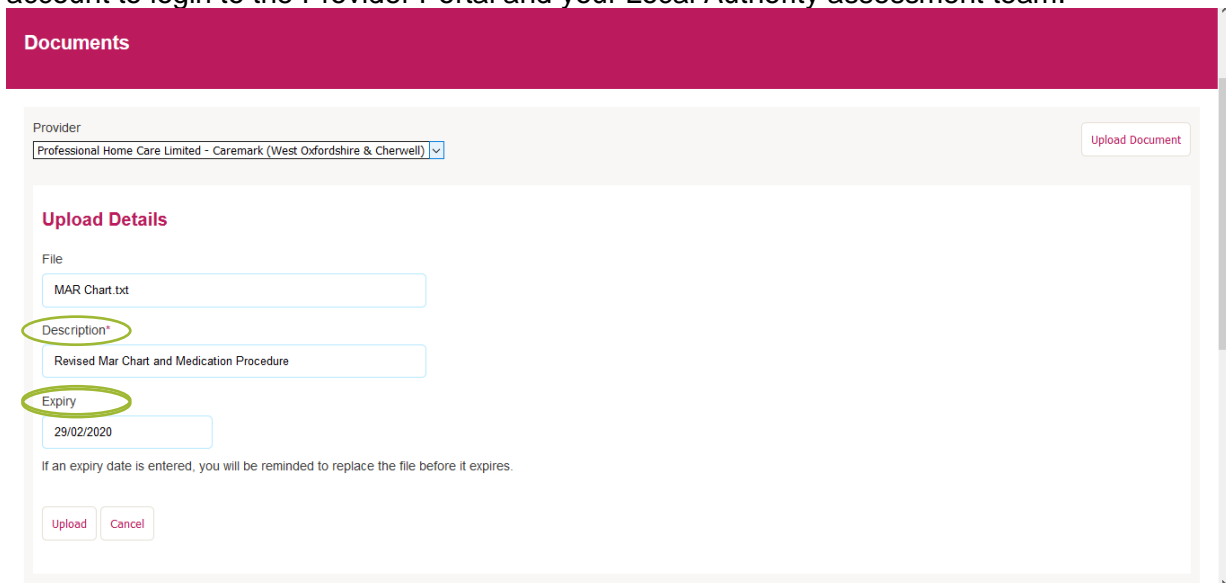


The screenshot shows the PAMMS Documents page. At the top, there is a navigation bar with 'Home', 'Assessments', 'Provider Returns', and 'Documents'. The user is logged in as 'charityburbage191@gmail.com (Provider)' and can click 'Log Out'. The PAMMS logo and 'PAMMS Test Server' are also visible. Below the navigation bar, there is a 'Documents' header. A dropdown menu for 'Provider' is set to 'Professional Home Care Limited - Caremark (West Oxfordshire & Cherwell)'. An 'Upload Document' button is circled in green. Below this is a table of documents:

File	Description	Date Uploaded	Expiry Date	Status	
Induction Procedure.txt	Induction Procedure	04/11/2019	01/11/2020	Active	<a href="#">View</a> <a href="#">Remove</a>

Select the File and enter a **Description**. You have the option to select an **Expiry** date (you will receive an email reminder warning you before the document is due to expire).

Any documents uploaded will only be visible to staff within your organisation who have an account to login to the Provider Portal and your Local Authority assessment team.



The screenshot shows the 'Upload Details' form. At the top, there is a 'Provider' dropdown menu set to 'Professional Home Care Limited - Caremark (West Oxfordshire & Cherwell)' and an 'Upload Document' button. The form has the following fields:

- File:** A text input field containing 'MAR Chart.txt'.
- Description\*:** A text input field containing 'Revised Mar Chart and Medication Procedure'.
- Expiry:** A date input field containing '29/02/2020'.

Below the fields, there is a note: 'If an expiry date is entered, you will be reminded to replace the file before it expires.' At the bottom of the form, there are 'Upload' and 'Cancel' buttons.

## Appendix A

### Provider Email Correspondence

<b>Subject</b>	<b>Single or Repeated?</b>	<b>Sent To</b>	<b>Description</b>
<b>Assessment Complete</b>	Single	Provider Manager	Assessment complete. Assessment is attached for Provider Manager to review.
<b>Portal Account Created</b>	Single	Provider Staff	Sent to a newly created Provider user when an assessment is published.
<b>New Assessment Available</b>	Single	Provider Manager	Sent when an assessment is published but the Provider Manager already has an account
<b>Action Plan Ready</b>	Single	Provider Staff	The Assessor has approved the Draft Action Plan
<b>Password Reset</b>	Single	Provider Staff and Provider Manager	Contains link enabling password reset

## Appendix B

### Browser and Device Requirements

The PAMMS Provider Portal is hosted in the cloud and delivered over a secure web connection via a browser on your device.

### Supported Browsers

We recommend using the latest (but not beta or test version) releases of Chrome or Firefox. The following browsers are currently supported:

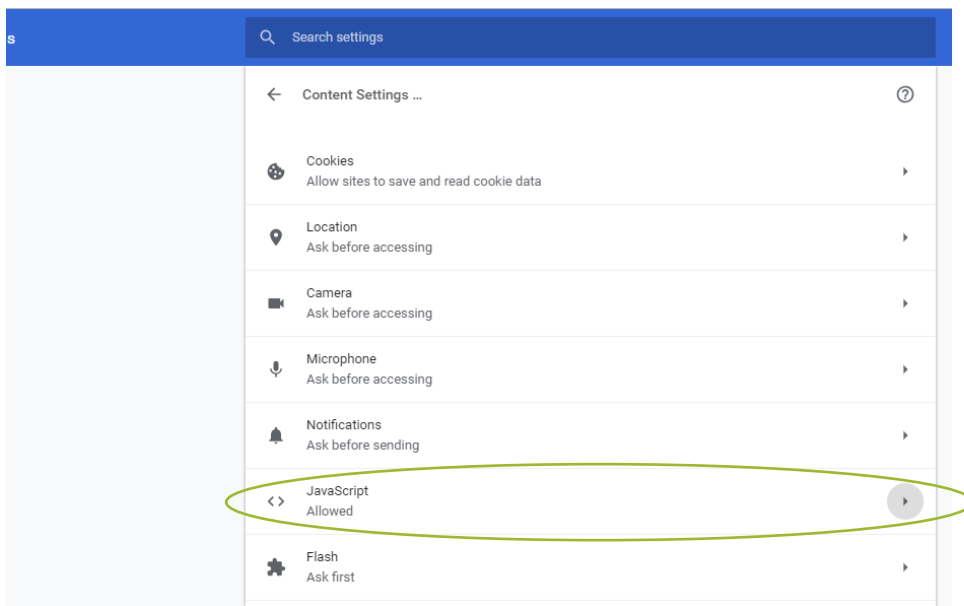
- Internet Explorer v10 and above
- Google Chrome v49 and above
- Mozilla Firefox v44 and above

PAMMS may work on older versions of these browsers or other browsers but we can't verify or support those installations. HASTEC always recommend using newer browsers as they are more secure. The currently deployed version of PAMMS is not supported on the Microsoft Edge browser.

You should ensure that browser properties are set to allow JavaScript to be run by sites that you visit. This setting is accessed in a different way for each browser type.

### Google Chrome

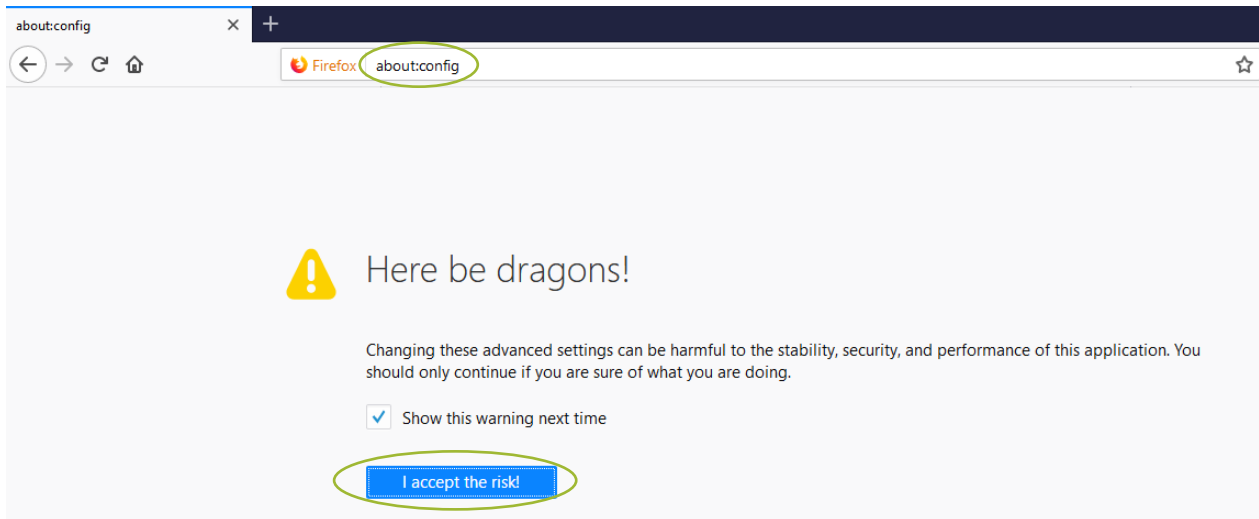
Select **Settings**⇒**Advanced**⇒**Privacy & Security**⇒**Content Settings**⇒**JavaScript Allowed**.



### Mozilla Firefox

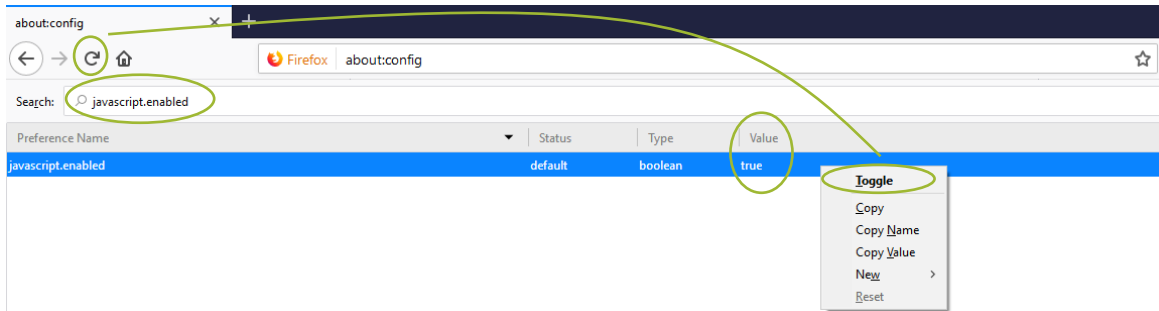


In the address bar, type **autoconfigure** and press **Enter**. Click the **I accept the risk button**.






In the search box, type **javaScript.enabled**.

Check that the **Value** is showing as **true**, otherwise **right click** and select **Toggle** to change it (**Reload** the page if you Toggle the setting).



## Supported Devices

Devices running the following Operating Systems are supported:

-  Windows v7 and above
-  Linux
-  Android v4 and above

All devices should have a minimum screen size of 4 inches. To maximise the user experience, we recommend accessing the portal via a device with a screen size of 10 inches or above.

The currently deployed version of PAMMS does not run on devices running the Apple iOS platform.



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